



STIC Search Report

EIC 3600

STIC Database Tracking Number: 188046

TO: Andrew Rudy
Location: KNX 5B09
Art Unit : 3627
Friday, May 05, 2006
Case Serial Number: 09/409566

From: Janice Burns
Location: EIC 3600
Knox 4B71
Phone: 2-3518
Janice.Burns@uspto.gov

Search Notes

Dear Examiner

Please review the following results.

If you have any questions or need a refocused please feel to contact me.

Janice Burns, MLS
ASRC Aerospace Corporation
US Patent & Trademark Office
Scientific & Technical Information Center
Electronic Information Center 3600
571-272-3518
571-273-0046 (fax)
Janice.Burns@uspto.gov





STIC EIC 3600

Search Request Form

3
188046

Today's Date: Class/Subclass

May 1, 2006

What date would you like to use to limit the search

Priority Date: 9/30/99

Other:

Name Andrew Fuchs

Format for Search Results (Circle One):

AU 3627 Examiner # 79151

 PAPER DISK EMAIL

Room # 5B09 Phone 2-6789

Where have you searched so far?

Serial # 09/409,566

 USP DWPI EPO JPO ACM IBM TDB

IEEE INSPEC SPI Other _____

Is this a "Fast & Focused" Search Request? (Circle One) YES NOA "Fast & Focused" Search is completed in 2-3 hours (maximum). The search must be on a very specific topic and meet certain criteria. The criteria are posted in EIC3600 and on the EIC3600 NPL Web Page at <http://ptoweb/patents/stic/stic-3600.htm>.

What is the topic, novelty, motivation, utility, or other specific details defining the desired focus of this search? Please include the concepts, synonyms, keywords, acronyms, definitions, strategies, and anything else that helps to describe the topic. Please attach a copy of the abstract, background, brief summary, pertinent claims and any citations of relevant art you have found.

VINCENT MILLER
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 3600

Electronically planning a funeral arrangement. See attached
claim 24.

STIC Searcher _____ Phone _____

Date picked up _____ Date Completed _____ 05/01/06



Docket No. : AUR 0014 PA/40069.19
Serial No. : 09/409,566

Amendment to the Claims

Claims 1-23 (Canceled).

24. (Currently Amended) A computer-implemented method permitting a user to electronically plan a funeral ceremony on a computer comprising:

employing on the computer a funeral planning routine comprising processes configuring the computer to automatically guide the user in electronically planning the funeral ceremony, to access a database storing images associated with a plurality of funeral products, to retrieve and initiate a display of a funeral item image on the computer in response to a request, and to generate a funeral plan arranging the funeral ceremony;

displaying a selection guide on the computer, said selection guide providing choices;

automatically customizing sequence of information and further choices presented by said processes on the computer to guide the user in electronically planning the funeral ceremony based on selection of said choices by the user on said selection guide;

automatically filtering available products and services to those meeting an interest of the user based on previously selected choices of the user;

receiving via the computer planning data from the user, said planning data including biographical information, period of execution, and funeral arrangement information, wherein said funeral planning routine uses said planning data to automatically generate said funeral plan; and

outputting via the computer at least a summary of said funeral plan to the user such that the user may determine whether to revise or accept said funeral plan as represented by said received planning data.

25. (Previously Presented) The computer-implemented method according to claim 24 wherein if the user decides to revise said funeral plan then the user may edit said planning data, and if the user decides to accept said funeral plan then said funeral planning routine allocates resources based on said period of execution.

Set Items Description
S1 4 AU=(BARROTT, J? OR BARROTT J? OR JOHN(2N)BARROTT) OR BY=(J-
 OHN(2N)BARROTT)
S2 2 AU=(KOORS, N? OR KOORS N? OR NANCY(2N)KOORS) OR BY=(NANCY(-
 2N)KOORS)
S3 249 AU=(DAY, C? OR DAY C? OR CHARLES(2N)DAY) OR BY=(CHARLES(2N-
)DAY)
S4 2 S1 AND S2 AND S3
S5 2 (S1 OR S2) AND S3
File 350:Derwent WPIX 1963-2006/UD,UM &UP=200628
 (c) 2006 Thomson Derwent
File 344:Chinese Patents Abs Jan 1985-2006/Jan
 (c) 2006 European Patent Office
File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)
 (c) 2006 JPO & JAPIO
File 348:EUROPEAN PATENTS 1978-2006/ 200618
 (c) 2006 European Patent Office
File 349:PCT FULLTEXT 1979-2006/UB=20060504,UT=20060427
 (c) 2006 WIPO/Univentio

*inventor
search*

5/5/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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015839530 **Image available**
WPI Acc No: 2003-901734/200382
Related WPI Acc No: 2002-434631
XRXPX Acc No: N03-720053

Computer implemented method for planning funeral arrangement, involves generating summary of funeral plan to user and allocating resources when user agrees with plan

Patent Assignee: AURORA CASKET CO INC (AURO-N)
Inventor: BARROTT J C ; DAY C E ; KOORS N K
Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030212611	A1	20031113	US 99409566	A	19990930	200382 B

Priority Applications (No Type Date): US 99409566 A 19990930

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030212611	A1	30	G06F-017/60	

Abstract (Basic): US 20030212611 A1

NOVELTY - A funeral planning routine for generating funeral plan data including biographical information, period of execution and funeral arrangement information received from a user, is stored in a server, and the summary of funeral plan is displayed to the user. When the user accepts the plan, the planning routine sends the order of resources requested by user to distributor.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for funeral arrangement planning system.

USE - For arranging funeral services through Internet.

ADVANTAGE - Provides both funeral arrangement services and funeral product selection a sensitive and caring environment.

DESCRIPTION OF DRAWING(S) - The figure shows block diagram of computerized family advising system for arranging funeral services.

family advising computer system (2)

hyper text transfer protocol (HTTP) server (6)

local drive (18)

script interpreter (24)

database (28)

pp; 30 DwgNo 1/17

Title Terms: COMPUTER; IMPLEMENT; METHOD; PLAN; FUNERAL; ARRANGE; GENERATE; SUMMARY; FUNERAL; PLAN; USER; ALLOCATE; RESOURCE; USER; AGREE; PLAN

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

5/5/2 (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014613927 **Image available**
WPI Acc No: 2002-434631/200246
Related WPI Acc No: 2003-901734
XRXPX Acc No: N02-342135

Computerized funeral arrangement method for family advising system, involves displaying electronic response page containing ideas for

personalizing funeral in response to selection of user actions

Patent Assignee: BARROTT J C (BARR-I); DAY C E (DAYC-I); KOORS N K (KOOR-I)

Inventor: **BARROTT J C ; DAY C E ; KOORS N K**

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020046046	A1	20020418	US 99409566	A	19990930	200246 B
			US 2001897723	A	20010702	

Priority Applications (No Type Date): US 2001897723 A 20010702; US 99409566 A 19990930

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

US 20020046046 A1 52 G06F-017/60 CIP of application US 99409566

Abstract (Basic): US 20020046046 A1

NOVELTY - An electronic selection guide page which lists selectable user action for arranging a funeral is presented. An electronic response page containing ideas for personalizing the funeral based on selected user action is displayed.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

(1) Computer readable medium storing computerized funeral arrangement program; and

(2) Computer system.

USE - For use in family advising system such as making funeral arrangements.

ADVANTAGE - Provides users with convenience of viewing and selecting funeral service and provides confidentiality of the arrangements.

DESCRIPTION OF DRAWING(S) - The figure shows a pictorial page view of the HTML information page of the computerized funeral arrangement.

pp; 52 DwgNo 3b/20

Title Terms: COMPUTER; FUNERAL; ARRANGE; METHOD; FAMILY; ADVICE; SYSTEM; DISPLAY; ELECTRONIC; RESPOND; PAGE; CONTAIN; FUNERAL; RESPOND; SELECT; USER; ACTION

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

Set Items Description
S1 4 AU=(BARROTT, J? OR BARROTT J? OR JOHN(2N)BARROTT) OR BY=(J-
 OHN(2N)BARROTT)
S2 2 AU=(KOORS, N? OR KOORS N? OR NANCY(2N)KOORS) OR BY=(NANCY(-
 2N)KOORS)
S3 249 AU=(DAY, C? OR DAY C? OR CHARLES(2N)DAY) OR BY=(CHARLES(2N-
)DAY)
S4 2 S1 AND S2 AND S3
S5 2 (S1 OR S2) AND S3
S6 251 S1 OR S2 OR S3
S7 6 S6 AND IC=(G06F-017/60 OR G06F-017/30 OR G07F? OR G06Q?)
File 350:Derwent WPIX 1963-2006/UD,UM &UP=200628
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File 344:Chinese Patents Abs Jan 1985-2006/Jan
 (c) 2006 European Patent Office
File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)
 (c) 2006 JPO & JAPIO
File 348:EUROPEAN PATENTS 1978-2006/ 200618
 (c) 2006 European Patent Office
File 349:PCT FULLTEXT 1979-2006/UB=20060504,UT=20060427
 (c) 2006 WIPO/Univentio

7/5/1 (Item 1 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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016055455 **Image available**
 WPI Acc No: 2004-213306/200420
 XRPX Acc No: N04-168970

Funds channeling method for eleemosynary organization, involves retrieving eleemosynary organization name by transferring predetermined payment to trust organization, and transferring payment to eleemosynary organization

Patent Assignee: DAY C (DAYC-I); HINES W (HINE-I)

Inventor: DAY C ; HINES W

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20040024698	A1	20040205	US 2002211693	A	20020802	200420 B

Priority Applications (No Type Date): US 2002211693 A 20020802

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20040024698	A1	12	G06F-017/60	

Abstract (Basic): US 20040024698 A1

NOVELTY - The method involves receiving a payment request by an issuer of a credit card from a merchant (54). The card has a blind identifier (50) of an eleemosynary organization (EO) (20). The issuer retrieves the EO name by transferring a predetermined payment to a trust organization along with the identifier of the EO. The payment is transferred from the trust organization to the EO based on the retrieved name.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for an apparatus for channeling funds to a set of eleemosynary organization

USE - Used for channeling the charitable contribution to eleemosynary organization.

ADVANTAGE - The method facilitates credit card contribution to charity without commercial exploitation of the charity.

DESCRIPTION OF DRAWING(S) - The drawing shows a fund channeling system.

- Channeling system (10)
- Partner trust bank (16)
- Partner credit card bank (18)
- Eleemosynary organization (20)
- Blind identifier (50)
- Merchant (54)
- pp; 12 DwgNo 1/4

Title Terms: FUND; METHOD; ORGANISE; RETRIEVAL; ORGANISE; NAME; TRANSFER; PREDETERMINED; PAY; ORGANISE; TRANSFER; PAY; ORGANISE

Derwent Class: T01; T05

International Patent Class (Main): G06F-017/60

File Segment: EPI

7/5/2 (Item 2 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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015839530 **Image available**
 WPI Acc No: 2003-901734/200382
 Related WPI Acc No: 2002-434631
 XRPX Acc No: N03-720053

Computer implemented method for planning funeral arrangement, involves generating summary of funeral plan to user and allocating resources when user agrees with plan

Patent Assignee: AURORA CASKET CO INC (AURO-N)

Inventor: BARROTT J C ; DAY C E ; KOORS N K

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030212611	A1	20031113	US 99409566	A	19990930	200382 B

Priority Applications (No Type Date): US 99409566 A 19990930

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030212611	A1	30	G06F-017/60	

Abstract (Basic): US 20030212611 A1

NOVELTY - A funeral planning routine for generating funeral plan data including biographical information, period of execution and funeral arrangement information received from a user, is stored in a server, and the summary of funeral plan is displayed to the user. When the user accepts the plan, the planning routine sends the order of resources requested by user to distributor.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for funeral arrangement planning system.

USE - For arranging funeral services through Internet.

ADVANTAGE - Provides both funeral arrangement services and funeral product selection a sensitive and caring environment.

DESCRIPTION OF DRAWING(S) - The figure shows block diagram of computerized family advising system for arranging funeral services.

family advising computer system (2)

hyper text transfer protocol (HTTP) server (6)

local drive (18)

script interpreter (24)

database (28)

pp; 30 DwgNo 1/17

Title Terms: COMPUTER; IMPLEMENT; METHOD; PLAN; FUNERAL; ARRANGE; GENERATE; SUMMARY; FUNERAL; PLAN; USER; ALLOCATE; RESOURCE; USER; AGREE; PLAN

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

7/5/3 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015770948 **Image available**

WPI Acc No: 2003-833150/200377

XRPX Acc No: N03-666104

Electronic check presentment transaction processing method in bank, involves correlating check based banking transaction representative records such that records are indexable using assigned unique item sequence number

Patent Assignee: CHASE MANHATTAN BANK (CHAS-N)

Inventor: BEARD S ; DAY C ; FEAGIN D; FIELDING P; NORMAN R; RIGGLEMAN M; ROYCROFT M; VICKNAIR T

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030208421	A1	20031106	US 2000214128	P	20000626	200377 B

US 2000728340 A 20001201

Priority Applications (No Type Date): US 2000214128 P 20000626; US 2000728340 A 20001201

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030208421	A1	16	G06F-017/60	Provisional application US 2000214128

Abstract (Basic): US 20030208421 A1

NOVELTY - An electronic check presentment (ECP) file (15) having check based banking transaction representative records with assigned unique item sequence number (ISN), is received. Another check based banking transaction representative records with another item sequence number is generated. Both the records are correlated such that the records are indexable using the assigned ISN number.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) check based banking transaction handling method;
- (2) electronic check presentation system; and
- (3) check based banking transaction handling system.

USE - For processing electronic check presentment (ECP) transaction in bank.

ADVANTAGE - Efficiently performs processing of electronic check presentation, by electrically linking digital image of the check to the data record.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic view of the ECP transaction system.

bank (10)
 ECP file (15)
 demand deposit account (DDA) system (30)
 customer service (70)
 check archive (140)
 pp; 16 DwgNo 2/6

Title Terms: ELECTRONIC; CHECK; TRANSACTION; PROCESS; METHOD; BANK; CORRELATE; CHECK; BASED; BANK; TRANSACTION; REPRESENT; RECORD; RECORD; INDEX; ASSIGN; UNIQUE; ITEM; SEQUENCE; NUMBER

Derwent Class: T01; T05

International Patent Class (Main): G06F-017/60

File Segment: EPI

7/5/4 (Item 4 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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014613927 **Image available**
 WPI Acc No: 2002-434631/200246
 Related WPI Acc No: 2003-901734
 XRPX Acc No: N02-342135

Computerized funeral arrangement method for family advising system, involves displaying electronic response page containing ideas for personalizing funeral in response to selection of user actions

Patent Assignee: BARROTT J C (BARR-I); DAY C E (DAYC-I); KOORS N K (KOOR-I)

Inventor: BARROTT J C ; DAY C E ; KOORS N K

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020046046	A1	20020418	US 99409566	A	19990930	200246 B
			US 2001897723	A	20010702	

Priority Applications (No Type Date): US 2001897723 A 20010702; US 99409566

A 19990930

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
 US 20020046046 A1 52 G06F-017/60 CIP of application US 99409566
 Abstract (Basic): US 20020046046 A1

NOVELTY - An electronic selection guide page which lists selectable user action for arranging a funeral is presented. An electronic response page containing ideas for personalizing the funeral based on selected user action is displayed.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

(1) Computer readable medium storing computerized funeral arrangement program; and

(2) Computer system.

USE - For use in family advising system such as making funeral arrangements.

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DESCRIPTION OF DRAWING(S) - The figure shows a pictorial page view of the HTML information page of the computerized funeral arrangement.

pp; 52 DwgNo 3b/20

Title Terms: COMPUTER; FUNERAL; ARRANGE; METHOD; FAMILY; ADVICE; SYSTEM; DISPLAY; ELECTRONIC; RESPOND; PAGE; CONTAIN; FUNERAL; RESPOND; SELECT; USER; ACTION

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

7/5/5 (Item 1 from file: 348)

DIALOG(R) File 348:EUROPEAN PATENTS

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01725054

METHOD AND APPARATUS FOR PRELOADING CACHES

VERFAHREN UND VORRICHTUNG ZUM VORLADEN VON CACHE-SPEICHERN

PROCEDE ET DISPOSITIF SERVANT A PRECHARGER DES ANTEMEMOIRES

PATENT ASSIGNEE:

FLYINGSPARK LIMITED, (4628570), The Courtyard, White Horse Lane, Finchampstead, Berkshire RG40 4LW, (GB), (Applicant designated States: all)

INVENTOR:

CASSIA, Simon Hugh, Stable Cottage Upper Bordean House Bordean, Petersfield, Hampshire GU32 1ET, (GB)

DAY, Keith, Charles, 12 Barron Place, Basingstoke, Hampshire RG24 9JS, (GB)

WOOD, Simon, David, 33 Eddington Road, Bracknell, Berkshire RG21 8GF, (GB)
 LEGAL REPRESENTATIVE:

Wray, Antony John (93785), Optimus Grove House Lutyens Close, Chineham Court, Basingstoke, Hampshire RG24 8AG, (GB)

PATENT (CC, No, Kind, Date): EP 1543445 A1 050622 (Basic)
 WO 2004017229 040226

APPLICATION (CC, No, Date): EP 2003787865 030806; WO 2003GB3426 030806
 PRIORITY (CC, No, Date): GB 218911 020814

DESIGNATED STATES: AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES; FI; FR; GB; GR;
 HU; IE; IT; LI; LU; MC; NL; PT; RO; SE; SI; SK; TR

EXTENDED DESIGNATED STATES: AL; LT; LV; MK

INTERNATIONAL PATENT CLASS (V7): G06F-017/30

CITED REFERENCES (EP A):

See references of WO 2004017229A1;

NOTE:

No A-document published by EPO
 LEGAL STATUS (Type, Pub Date, Kind, Text):
 Application: 040428 A1 International application. (Art. 158(1))
 Application: 040428 A1 International application entering European phase
 Application: 050622 A1 Published application with search report
 Examination: 050622 A1 Date of request for examination: 20050314
 Examination: 050817 A1 Date of dispatch of the first examination report: 20050701

LANGUAGE (Publication,Procedural,Application): English; English; English

7/5/6 (Item 1 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT
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01094675 **Image available**

METHOD AND APPARATUS FOR PRELOADING CACHES

PROCEDE ET DISPOSITIF SERVANT A PRECHARGER DES ANTEMEMOIRES

Patent Applicant/Assignee:

FLYINGSPARK LIMITED, The Courtyard, White Horse Lane, Finchampstead, Berkshire RG40 4LW, GB, GB (Residence), GB (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

CASSIA Simon Hugh, Stable Cottage, Upper Bordean House, Bordean, Petersfield, Hampshire GU32 1ET, GB, GB (Residence), GB (Nationality), (Designated only for: US)

DAY Keith Charles, 12 Barron Place, Basingstoke, Hampshire RG24 9JS, GB, GB (Residence), GB (Nationality), (Designated only for: US)

WOOD Simon David, 33 Eddington Road, Bracknell, Berkshire RG21 8GF, GB, GB (Residence), GB (Nationality), (Designated only for: US)

Legal Representative:

WRAY Antony John (agent), Optimus, Grove House, Lutyens Close, Chineham Court, Basingstoke, Hampshire RG24 8AG, GB,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200417229 A1 20040226 (WO 0417229)

Application: WO 2003GB3426 20030806 (PCT/WO GB03003426)

Priority Application: GB 200218911 20020814

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
 EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
 LS LT LU LV MA MD MG MK MN MW MX MZ NI NO NZ OM PG PH PL PT RO RU SC SD
 SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
 (EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PT RO SE
 SI SK TR
 (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
 (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
 (EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): **G06F-017/30**

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description
 Claims

Fulltext Word Count: 9520

English Abstract

A method (400) of preloading data on a cache (210) in a local machine

(235). The cache (210) is operably coupled to a data store (130), in a remote host machine (240). The method includes the steps of determining a user behaviour profile for the local machine (235); retrieving data relating to the user behaviour profile from the data store (130); and preloading the retrieved data in the cache (210), such that the data is made available to the cache user when desired. A local machine, a host machine, a cache, a communication system and preloading functions are also described. In this manner, data within the cache is maintained and replaced in a substantially optimal manner, and configured to be available to a cache user when it is predicted that the user wishes to access the data.

French Abstract

Procede (400) servant a precharger des donnees dans une antememoire (210) de machine locale (235). Cette antememoire (210) est couplee a une memoire (130) dans une machine haute (240) situee a distance. Ce procede consiste a determiner un profil de comportement d'utilisateur pour la machine locale (235), a extraire les donnees concernant ce profil de la memoire (130) et a precharger les donnees extraites dans l'antememoire (210), de facon a rendre ces donnees disponibles pour l'utilisateur de l'antememoire quand ce dernier le souhaite. L'invention concerne egalement une machine locale, une machine hote, une antememoire, un systeme de communication et des fonctions de prechargement. Ceci permet de conserver des donnees a l'interieur de l'antememoire, d'optimiser leur remplacement eventuel et de les configurer afin qu'elles soient disponibles pour l'utilisateur de l'antememoire quand ce dernier souhaite acceder aux donnees.

Legal Status (Type, Date, Text)

Publication 20040226 A1 With international search report.

Set Items Description
 S1 3 AU=(BARROTT, J? OR BARROTT J? OR JOHN(2N)BARROTT) OR BY=(J-
 OHN(2N)BARROTT)
 S2 0 AU=(KOORS, N? OR KOORS N? OR NANCY(2N)KOORS) OR BY=(NANCY(-
 2N)KOORS)
 S3 2139 AU=(DAY, C? OR DAY C? OR CHARLES(2N)DAY) OR BY=(CHARLES(2N-
)DAY)
 S4 0 . S1 AND S3
 S5 2142 S1 OR S3
 S6 2 S5 AND (FUNERAL? ? OR BURIAL? ? OR MEMORIAL? ? OR INTERMEN-
 T? ?)
 S7 1 RD (unique items)
 File 2:INSPEC 1898-2006/Apr W4
 (c) 2006 Institution of Electrical Engineers
 File 35:Dissertation Abs Online 1861-2006/Apr
 (c) 2006 ProQuest Info&Learning
 File 65:Inside Conferences 1993-2006/May 05
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 File 474:New York Times Abs 1969-2006/May 04
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 File 475:Wall Street Journal Abs 1973-2006/May 04
 (c) 2006 The New York Times
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
 (c) 2002 The Gale Group
 File 15:ABI/Inform(R) 1971-2006/May 04
 (c) 2006 ProQuest Info&Learning
 File 20:Dialog Global Reporter 1997-2006/May 05
 (c) 2006 Dialog
 File 610:Business Wire 1999-2006/May 05
 (c) 2006 Business Wire.
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 476:Financial Times Fulltext 1982-2006/May 06
 (c) 2006 Financial Times Ltd
 File 613:PR Newswire 1999-2006/May 05
 (c) 2006 PR Newswire Association Inc
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
 File 634:San Jose Mercury Jun 1985-2006/May 04
 (c) 2006 San Jose Mercury News
 File 624:McGraw-Hill Publications 1985-2006/May 05
 (c) 2006 McGraw-Hill Co. Inc
 File 9:Business & Industry(R) Jul/1994-2006/May 03
 (c) 2006 The Gale Group
 File 275:Gale Group Computer DB(TM) 1983-2006/May 04
 (c) 2006 The Gale Group
 File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 05
 (c) 2006 The Gale Group
 File 636:Gale Group Newsletter DB(TM) 1987-2006/May 04
 (c) 2006 The Gale Group
 File 16:Gale Group PROMT(R) 1990-2006/May 05
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 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
 File 148:Gale Group Trade & Industry DB 1976-2006/May 05
 (c) 2006 The Gale Group
 File 256:TecInfoSource 82-2006/May
 (c) 2006 Info.Sources Inc
 File 47:Gale Group Magazine DB(TM) 1959-2006/May 05

(c) 2006 The Gale group
File 570:Gale Group MARS(R) 1984-2006/May 04
(c) 2006 The Gale Group
File 635:Business Dateline(R) 1985-2006/May 04
(c) 2006 ProQuest Info&Learning
File 477:Irish Times 1999-2006/May 05
(c) 2006 Irish Times
File 710:Times/Sun.Times(London) Jun 1988-2006/May 05
(c) 2006 Times Newspapers
File 711:Independent(London) Sep 1988-2006/May 04
(c) 2006 Newspaper Publ. PLC
File 756:Daily/Sunday Telegraph 2000-2006/May 05
(c) 2006 Telegraph Group
File 757:Mirror Publications/Independent Newspapers 2000-2006/May 05
(c) 2006
File 387:The Denver Post 1994-2006/May 04
(c) 2006 Denver Post
File 471:New York Times Fulltext 1980-2006/May 05
(c) 2006 The New York Times
File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06
(c) 2002 Phoenix Newspapers
File 494:St LouisPost-Dispatch 1988-2006/May 04
(c) 2006 St Louis Post-Dispatch
File 631:Boston Globe 1980-2006/May 04
(c) 2006 Boston Globe
File 633:Phil.Inquirer 1983-2006/May 03
(c) 2006 Philadelphia Newspapers Inc
File 638:Newsday/New York Newsday 1987-2006/May 04
(c) 2006 Newsday Inc.
File 640:San Francisco Chronicle 1988-2006/May 05
(c) 2006 Chronicle Publ. Co.
File 641:Rocky Mountain News Jun 1989-2006/May 05
(c) 2006 Scripps Howard News
File 702:Miami Herald 1983-2006/May 03
(c) 2006 The Miami Herald Publishing Co.
File 703:USA Today 1989-2006/May 04
(c) 2006 USA Today
File 704:(Portland)The Oregonian 1989-2006/May 03
(c) 2006 The Oregonian
File 713:Atlanta J/Const. 1989-2006/May 05
(c) 2006 Atlanta Newspapers
File 714:(Baltimore) The Sun 1990-2006/May 05
(c) 2006 Baltimore Sun
File 715:Christian Sci.Mon. 1989-2006/May 05
(c) 2006 Christian Science Monitor
File 725:(Cleveland)Plain Dealer Aug 1991-2006/May 04
(c) 2006 The Plain Dealer
File 735:St. Petersburg Times 1989- 2006/May 03
(c) 2006 St. Petersburg Times

7/5/1 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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04571233 SUPPLIER NUMBER: 08924169 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Intriguing figures, refreshing candor; consider this about design, LBOs, GM, CIM, Japan.... (leveraged buyouts, General Motors, computer-integrated manufacturing) (The Editor's Page) (editorial)
Day, Charles R.
Industry Week, v239, n8, p5(1)
April 16, 1990
CODEN: IWEEA DOCUMENT TYPE: editorial ISSN: 0039-0895
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 499 LINE COUNT: 00039

COMPANY NAMES: General Motors Corp.--Management
INDUSTRY CODES/NAMES: BUS Business, General
DESCRIPTORS: Japan--Relations with Soviet Union; Computer-integrated manufacturing--Economic aspects; Engineering design--Economic aspects; Leveraged buyouts--Economic aspects; Soviet Union--Relations with Japan
GEOGRAPHIC CODES: EEUR; AEJA
GEOGRAPHIC NAMES: Soviet Union; Japan
FILE SEGMENT: MI File 47

Set Items Description
S1 4357773 PLAN? OR ARRANG? OR GUID??? OR SCHEDUL? OR ORGANIZ??? OR -
 ORGANIS??? OR HANDL? OR MANAG???
S2 3962 FUNERAL? ? OR BURIAL? ? OR MEMORIAL? ? OR INTERMENT? ?
S3 359778 COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED
 OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR -
 ONLINE OR INTERNET OR WEB
S4 88 S1 AND S2 AND S3
S5 64 S4 AND IC=(G06F-017/60 OR G06F-017/30 OR G07F? OR G06Q?)
S6 36968 FUNERAL() PRODUCT? ? OR CASKET? ? OR COFFIN? ? OR URN OR UR-
 NS OR HEADSTONE? ? OR GRAVESTONE? ? OR TOMBSTONE? ? OR (HEAD -
 OR GRAVE OR TOMB OR MEMORIAL) ()STONE? ? OR FLOWER? ?
S7 10 S5 AND S6
S8 2238648 CUSTOMI? OR PERSONALIZ? OR PERSONALIS? OR FILTER??? OR NAR-
 ROW??? OR LIMIT??? OR ELIMINAT? OR CULL OR CULLING
S9 12 S5 AND (S6 OR S8)
File 350:Derwent WPIX 1963-2006/UD,UM &UP=200628
 (c) 2006 Thomson Derwent
File 344:Chinese Patents Abs Jan 1985-2006/Jan
 (c) 2006 European Patent Office
File 347:JAPIO Dec 1976-2005/Dec(Updated 060404)
 (c) 2006 JPO & JAPIO

*patent
search*

9/5/1 (Item 1 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
 (c) 2006 Thomson Derwent. All rts. reserv.

017293565 **Image available**
 WPI Acc No: 2005-617194/200563
 XRPX Acc No: N05-506587

Deceased remains image viewing method for e.g. handicapped person, involves transmitting images using Internet web browsers to home computers, laptops, video device or using broadcasting stations to home televisions

Patent Assignee: IN MEMORIAM INC (INME-N)
 Inventor: KNIPPSCHEER H; RICHARD D D
 Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20050192828	A1	20050901	US 2004548015	P	20040227	200563 B
			US 2004975964	A	20041028	

Priority Applications (No Type Date): US 2004548015 P 20040227; US 2004975964 A 20041028

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
 US 20050192828 A1 6 G06F-017/60 Provisional application US 2004548015
 Abstract (Basic): US 20050192828 A1

NOVELTY - The method involves receiving patron identification and identification of deceased remains from a patron. A computer and database are operated to whether the patron is entitled to view the requested remains. The images of the remains are transmitted using **Internet web** browsers to home computers, laptops, or video capable device or using broadcasting stations via satellite or cable to home televisions.

USE - Used for viewing the images e.g. photos and video of remains of a deceased by an elderly, handicapped and busy people, at a gravesite, tomb and **memorial stone**.

ADVANTAGE - The method provide emotional comfort to individuals who are very near to the deceased human or animal, and allows remembrance time to take place directly in a survivors home or at place of their choice such as vacation place, office, at their convenience, regardless of time of day, weather or location. The remote viewing of the remains **eliminates** the need for traveling.

DESCRIPTION OF DRAWING(S) - The drawing shows a schematic **plan** view of the deceased remains image viewing method.

pp; 6 DwgNo 1/1

Title Terms: REMAINING; IMAGE; VIEW; METHOD; HANDICAPPED; PERSON; TRANSMIT; IMAGE; **WEB**; HOME; COMPUTER; VIDEO; DEVICE; BROADCAST; STATION; HOME; TELEVISION

Derwent Class: S05; T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

9/5/2 (Item 2 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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017273737
 WPI Acc No: 2005-597365/200561
 XRPX Acc No: N05-490145

Funeral product information provision method, involves delivering

products and advice to location designated by customer after payment and then providing follow-up contact

Patent Assignee: GOW D F (GOWD-I); MASSEY G (MASS-I); PARKER R D (PARK-I); RYBARSKI M (RYBA-I)

Inventor: GOW D F; MASSEY G; PARKER R D; RYBARSKI M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20050187779	A1	20050825	US 2004785743	A	20040224	200561 B

Priority Applications (No Type Date): US 2004785743 A 20040224

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20050187779	A1	4	G06F-017/60	

Abstract (Basic): US 20050187779 A1

NOVELTY - The method involves providing product information and advice related to **funeral** to customer. The customer response about provided product information and advice is received. The products and advice are delivered to the location designated by the customer after payment and then follow-up contact is provided.

USE - For providing information about products such as **caskets**, markers and cremation **urns** of **funerals**, through **web** site, chat room and phone. Also for providing transportation advice e.g. **on-line** limousine booking services, **on-line** air booking **web** links, **on-line** hotel booking **web** links, **on-line** information about bereavement discounts on common carriers, **on-line** information on moving **caskets** in interstate commerce, **on-line** information on moving the deceased in interstate commerce.

ADVANTAGE - Enables providing the product information to customer and simultaneously live or interactive advice on **planning** and **managing funeral**.

pp; 4 DwgNo 0/0

Title Terms: **FUNERAL**; PRODUCT; INFORMATION; PROVISION; METHOD; DELIVER; PRODUCT; ADVICE; LOCATE; DESIGNATED; CUSTOMER; AFTER; PAY; FOLLOW; UP; CONTACT

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

9/5/3 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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016623738 **Image available**

WPI Acc No: 2004-782464/200477

XRPX Acc No: N04-616481

Life insurance and funeral services providing method for funeral industry, involves providing insurance contract and service group, where group gives funeral plan and information during need for representative to finalize plan

Patent Assignee: BRIZELI B (BRIZ-I); DUFFEY M W (DUFF-I); LADE M S (LADE-I); SPIERING R (SPIE-I); EVEREST FUNERAL PACKAGE LLC (EVER-N)

Inventor: BRIZELI B; DUFFEY M W; LADE M S; SPIERING R

Number of Countries: 108 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20040204966	A1	20041014	US 2003410087	A	20030409	200477 B
WO 200492868	A2	20041028	WO 2004US10446	A	20040405	200477

Priority Applications (No Type Date): US 2003410087 A 20030409

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20040204966	A1	18	G06F-017/60	
WO 200492868	A2	E	G06F-000/00	

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW

Designated States (Regional): AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IT KE LS LU MC MW MZ NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW

Abstract (Basic): US 20040204966 A1

NOVELTY - The method involves providing a life insurance contract from insurance providers and **Internet** to customers. A customer service group (12) cooperates with customer to prepare a **funeral plan**. The **plan** is stored and given in the **Internet** to allow the customer to review the **plan**. The group provides the **plan** and consumer-oriented product and service information at time of need to customer's representatives to finalize the **plan**.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(A) a business system for providing a package of life insurance and customer services which extend through finalization of **funeral arrangement**

(B) a communication and software system for providing **burial** insurance and consultation services through the time of need.

USE - Used for providing life insurance and **funeral** services in an advanced **funeral planning** industry.

ADVANTAGE - The method provides a package of life insurance and **funeral** services at time of need.

DESCRIPTION OF DRAWING(S) - The drawing shows a diagram of interrelationship of services, insurance and other products with **computerized** systems to provide **funeral products** /services.

Burial insurance product and service package provider (10)

Insurance policy and services contract (11)

Customer services group (12)

Website (14)

Secure data vault to store **customized funeral plan** (15)

pp; 18 DwgNo 1/6

Title Terms: LIFE; INSURANCE; **FUNERAL** ; SERVICE; METHOD; **FUNERAL** ; INDUSTRIAL; INSURANCE; CONTRACT; SERVICE; GROUP; GROUP; **FUNERAL** ; **PLAN** ; INFORMATION; NEED; REPRESENT; **PLAN**

Derwent Class: T01

International Patent Class (Main): G06F-000/00; **G06F-017/60**

File Segment: EPI

9/5/4 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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016449842 **Image available**

WPI Acc No: 2004-607758/200459

XRPX Acc No: N04-480807

Funeral miscellaneous business support system using Internet ,
searches user's information stored in database with respect to

information related to death notice received from user/user's family through transceiver

Patent Assignee: OOTOYO KOGYO KK (OOTO-N)
Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2004234250	A	20040819	JP 200321023	A	20030129	200459 B

Priority Applications (No Type Date): JP 200321023 A 20030129

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2004234250	A	14	G06F-017/60	

Abstract (Basic): JP 2004234250 A

NOVELTY - A database (13) stores information related to the user. The death notice is received from user/user's family through transceiver (12) which communicates with the user, temple, church. An information retrieval unit (14) searches information stored in database with respect to the received information.

USE - For supporting miscellaneous business related to **funeral** for management of negotiation with contacts such as near relation, office, school, membership of professional institutions, old friend, and for arrangement of **funeral** format with respect to temple, church, shrine, facilities such as instrument, crematory, **flower arrangement**, vehicle, catering, occasion for mourning money, cleaning, clearing up, rental and other miscellaneous goods, through telephone, facsimile, **Internet**.

ADVANTAGE - The request from the user/user's family is received in advance and the needs for the **funeral** are performed reliably.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the **funeral** miscellaneous business support system. (Drawing includes non-English language text).

- controller (11)
- transceiver (12)
- database (13)
- information retrieval unit (14)
- information preparation unit (17)

pp; 14 DwgNo 2/16

Title Terms: **FUNERAL** ; MISCELLANEOUS; BUSINESS; SUPPORT; SYSTEM; SEARCH; USER; INFORMATION; STORAGE; DATABASE; RESPECT; INFORMATION; RELATED; DEAD ; NOTICE; RECEIVE; USER; FAMILY; THROUGH; TRANSCEIVER

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

9/5/5 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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016211976 **Image available**

WPI Acc No: 2004-369863/200435

XRPX Acc No: N04-296081

Name tag/message production system using internet for flower baskets, has edit unit which edits received image file and transmits to affiliated shop terminal which prints edited file to obtain desired name tag

Patent Assignee: HARU COMMUNICATION KK (HARU-N); WAKIMOTO Y (WAKI-I)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
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JP 2004145582 A 20040520 JP 2002309055 A 20021023 200435 B

Priority Applications (No Type Date): JP 2002309055 A 20021023

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2004145582	A		12	G06F-017/21	

Abstract (Basic): JP 2004145582 A

NOVELTY - The terminal of affiliated shop, downloads image files including name tag from a memory through **internet** and transmits to sensor server. An edit unit in the sensor server changes character font and character array of received image file and transmits to shop terminal which prints edited character of image file using printer, to obtain desired name tag.

USE - For producing name tag/message used with **flower arrangement** for **funerals** and **flower** baskets, using communication network such as **internet**.

ADVANTAGE - The name tag/message of desired font or size is produced cheaply and easily.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart explaining the procedure of producing name tag/message. (Drawing includes non-English language text).

pp; 12 DwgNo 9/10

Title Terms: NAME; TAG; MESSAGE; PRODUCE; SYSTEM; **FLOWER**; BASKET; EDIT; UNIT; EDIT; RECEIVE; IMAGE; FILE; TRANSMIT; SHOP; TERMINAL; PRINT; EDIT; FILE; OBTAIN; NAME; TAG

Derwent Class: P76; T01

International Patent Class (Main): G06F-017/21

International Patent Class (Additional): B42D-015/02; **G06F-017/60**

File Segment: EPI; EngPI

9/5/6 (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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016123410 **Image available**

WPI Acc No: 2004-281286/200426

XRPX Acc No: N04-222941

Online donation and customized card sending method for charitable organization, involves making online donation in name of third party honoree and sending customized acknowledgement card to honoree

Patent Assignee: FAMILIAN E (FAMI-I); WHITE S (WHIT-I)

Inventor: FAMILIAN E; WHITE S

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20040049399	A1	20040311	US 2002241684	A	20020910	200426 B

Priority Applications (No Type Date): US 2002241684 A 20020910

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20040049399	A1		6	G06F-017/60	

Abstract (Basic): US 20040049399 A1

NOVELTY - A link to an **online** donation processing service is selected on a website. A donation is made in the name of a third party honoree. A **customized** acknowledgement card is created and printed for the third party honoree. The card is sent to the designated honoree.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the

following:

(1) **online** donation making system for non-profit organization;
and

(2) **online** donation making program product.

USE - For making **online** donation to non-profit charitable,
religious, political or other organization.

ADVANTAGE - Provides an efficient means for increasing **online**
donations including tribute and **memorial** donations. The service
allows donors to conveniently make a donation **online** in name of third
party honoree and automatically create and print **customized**
acknowledgement card and send it to the honoree.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart
explaining the process of implementing **online** donation service.

pp; 6 DwgNo 1/2

Title Terms: **CUSTOMISATION** ; CARD; SEND; METHOD; **ORGANISE** ; NAME; THIRD;

PARTY; SEND; **CUSTOMISATION** ; ACKNOWLEDGE; CARD

Derwent Class: T01; T05

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

9/5/7 (Item 7 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015839530 **Image available**

WPI Acc No: 2003-901734/200382

Related WPI Acc No: 2002-434631

XRPX Acc No: N03-720053

Computer implemented **method for planning funeral arrangement , involves generating summary of funeral plan to user and allocating resources when user agrees with plan**

Patent Assignee: AURORA CASKET CO INC (AURO-N)

Inventor: BARROTT J C; DAY C E; KOORS N K

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030212611	A1	20031113	US 99409566	A	19990930	200382 B

Priority Applications (No Type Date): US 99409566 A 19990930

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20030212611	A1	30		G06F-017/60	

Abstract (Basic): US 20030212611 A1

NOVELTY - A **funeral planning** routine for generating **funeral plan** data including biographical information, period of execution and **funeral arrangement** information received from a user, is stored in a server, and the summary of **funeral plan** is displayed to the user. When the user accepts the **plan** , the **planning** routine sends the order of resources requested by user to distributor.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for **funeral arrangement planning** system.

USE - For **arranging funeral services through Internet** .

ADVANTAGE - Provides both **funeral arrangement** services and **funeral product** selection a sensitive and caring environment.

DESCRIPTION OF DRAWING(S) - The figure shows block diagram of **computerized family advising system for arranging funeral services**.

family advising computer system (2)

hyper text transfer protocol (HTTP) server (6)
 local drive (18)
 script interpreter (24)
 database (28)
 pp; 30 DwgNo 1/17

Title Terms: COMPUTER; IMPLEMENT; METHOD; **PLAN** ; **FUNERAL** ; **ARRANGE** ;
 GENERATE; SUMMARY; **FUNERAL** ; **PLAN** ; USER; ALLOCATE; RESOURCE; USER;
 AGREE; **PLAN**

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

9/5/8 (Item 8 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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015460084 **Image available**
 WPI Acc No: 2003-522226/200349
 XRPX Acc No: N03-414320

Internet -based computer - implemented funeral planning session
 guide method involves superimposing user selected correlated item image
 over base image of funeral item to form composite image

Patent Assignee: BATESVILLE SERVICES INC (BATE-N); BARNES C (BARN-I); BRAKE
 T (BRAK-I); MUNCHEL G (MUNC-I)

Inventor: BARNES C; BRAKE T; MUNCHEL G

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20030070145	A1	20030410	US 2001973622	A	20011009	200349 B
CA 2377099	A1	20030409	CA 2377099	A	20020318	200349

Priority Applications (No Type Date): US 2001973622 A 20011009

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 20030070145	A1	15	G09G-005/00	
CA 2377099	A1	E	G06F-017/60	

Abstract (Basic): US 20030070145 A1

NOVELTY - A base image of a **funeral** item, that depicts a viewing room, is displayed. An overlay image of a user selected correlated item, that depicts a **funeral product**, is superimposed over the base image to form a composite image that depicts placement of the **funeral product** in the viewing room.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) funeral product selection method;
- (2) computer apparatus executing **funeral planning session guide** program; and
- (3) program product for **guiding funeral planning session**.

USE - For **guiding funeral planning session** using computer connected to **Internet** .

ADVANTAGE - The composite image imparts an accurate sense of how the items appear in spatial relationship to each other, thus a family member can visualize how superimposed selections will appear in relation to previously chosen products and hence can conveniently, thoughtfully and comprehensively **plan the funeral session**.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of the networked computer system.

pp; 15 DwgNo 1/9

Title Terms: BASED; COMPUTER; IMPLEMENT; **FUNERAL** ; **PLAN** ; SESSION; **GUIDE**

; METHOD; SUPERIMPOSED; USER; SELECT; CORRELATE; ITEM; IMAGE; BASE; IMAGE
; **FUNERAL** ; ITEM; FORM; COMPOSITE; IMAGE
Derwent Class: P85; T01
International Patent Class (Main): **G06F-017/60** ; G09G-005/00
International Patent Class (Additional): G06F-003/14; G06T-005/50
File Segment: EPI; EngPI

9/5/9 (Item 9 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014613927 **Image available**
WPI Acc No: 2002-434631/200246
Related WPI Acc No: 2003-901734
XRPX Acc No: N02-342135

Computerized funeral arrangement method for family advising system,
involves displaying electronic response page containing ideas for
personalizing funeral **in response to selection of user actions**
Patent Assignee: BARROTT J C (BARR-I); DAY C E (DAYC-I); KOORS N K (KOOR-I)
Inventor: BARROTT J C; DAY C E; KOORS N K
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020046046	A1	20020418	US 99409566	A	19990930	200246 B
			US 2001897723	A	20010702	

Priority Applications (No Type Date): US 2001897723 A 20010702; US 99409566
A 19990930

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
US 20020046046 A1 52 G06F-017/60 CIP of application US 99409566
Abstract (Basic): US 20020046046 A1

NOVELTY - An electronic selection **guide** page which lists
selectable user action for **arranging** a **funeral** is presented. An
electronic response page containing ideas for **personalizing** the
funeral based on selected user action is displayed.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the
following:

(1) Computer readable medium storing **computerized funeral**
arrangement program; and
(2) Computer system.

USE - For use in family advising system such as making **funeral**
arrangements.

ADVANTAGE - Provides users with convenience of viewing and
selecting **funeral** service and provides confidentiality of the
arrangements.

DESCRIPTION OF DRAWING(S) - The figure shows a pictorial page view
of the HTML information page of the **computerized funeral**
arrangement.

pp; 52 DwgNo 3b/20
Title Terms: COMPUTER; **FUNERAL** ; **ARRANGE** ; METHOD; FAMILY; ADVICE; SYSTEM
; DISPLAY; ELECTRONIC; RESPOND; PAGE; CONTAIN; **FUNERAL** ; RESPOND; SELECT
; USER; ACTION

Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

9/5/10 (Item 10 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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012840152 **Image available**
 WPI Acc No: 2000-011984/200001

XRPX Acc No: N00-009237

Automated delivery management system for computerized gift item and flower order assistance system

Patent Assignee: VALLAIRE M E (VALL-I)

Inventor: VALLAIRE M E

Number of Countries: 084 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5971273	A	19991026	US 9626675	A	19960925	200001 B
			US 97936234	A	19970924	
WO 200073951	A1	20001207	WO 99US11964	A	19990528	200066 N
AU 9942208	A	20001218	AU 9942208	A	19990528	200123 N
			WO 99US11964	A	19990528	

Priority Applications (No Type Date): US 9626675 P 19960925; US 97936234 A 19970924; WO 99US11964 A 19990528; AU 9942208 A 19990528

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5971273	A	13	G06K-005/00	Provisional application US 9626675
WO 200073951	A1	E	G06F-017/60	

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW

AU 9942208 A G06F-017/60 Based on patent WO 200073951

Abstract (Basic): US 5971273 A

NOVELTY - A customer selects displayed pre-made **flower arrangements** and information is entered for remote delivery at specified distantly located place. An associated florist for fulfillment of order for actually making remote delivery at the specified place is assigned by the controller and customer is allowed to communicate with associated florist through e-mail, facsimile, telephone.

DETAILED DESCRIPTION - An automated vending dispensing cooler with discrete cells have pre-made **flower arrangements** for viewing. A controller (22) preprogrammed using computer logic and physically associated with the cooler has touch sensitive monitor (23) through which order placements and order fulfillment assignment for **flower arrangements** and gift items is performed. A detector (24) in the controller detects the presence of customer adjacent to the cooler and alerts the controller. Without need for vendor intervention or assistance, the customer can select any of displayed pre-made **flower arrangements** or gift items in the cooler for immediate purchase. Credit card or other financial authorization is inserted in the respective slots in the controller (22) for payment. An INDEPENDENT CLAIM is also included for automatic delivery management method for **computerized** gift items.

USE - For automatic delivery management of gift items, **flower** and for timely delivery at instances e.g. **funerals** for international applications.

ADVANTAGE - The customer data can be used, by host florist and supplemented for subsequent use in connection with annually repeating

events for subsequent querying the customer for repeat business. The supplemented use of customer input data provides valuable marketing information, **personalization** of future customer contact, historical data, etc., adding substantial business value to the system. The system automatically forwards order to participating florist, according to postal zip code and issues receipt to the customer, thus availing special **handling** procedures, preferably. Enables operator to keep fresh supply of **flowers** available in machine at all times, since the owner of machine will be able to access the unit, track inventory and process credit card payments via in-house computer.

DESCRIPTION OF DRAWING(S) - The figure shows the front, simplified, close-up view of controller of cooler.

Controller (22)
Touch sensitive monitor (23)
Detector (24)
pp; 13 DwgNo 2/6

Title Terms: AUTOMATIC; DELIVER; MANAGEMENT; SYSTEM; GIFT; ITEM; **FLOWER** ; ORDER; ASSIST; SYSTEM

Derwent Class: P27; T01; T05

International Patent Class (Main): **G06F-017/60** ; G06K-005/00

International Patent Class (Additional): A47F-003/04; G06K-007/08;
G07F-007/04

File Segment: EPI; EngPI

9/5/11 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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07205368 **Image available**
GRAVEYARD SYSTEM

PUB. NO.: 2002-073798 [JP 2002073798 A]
PUBLISHED: March 12, 2002 (20020312)
INVENTOR(s): UEDA AKIRA
OKU KONOSUKE
APPLICANT(s): AIN COMPUTER SERVICE CORP
MITSUI ENG & SHIPBUILD CO LTD
APPL. NO.: 2000-263808 [JP 2000263808]
FILED: August 31, 2000 (20000831)
INTL CLASS: **G06F-017/60** ; E04H-013/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide a graveyard system, capable of providing an inexpensive **tombstone** of high quality and of easily visit a graveyard and a **memorial** service and a maintenance/management of the graveyard at a low cost.

SOLUTION: The graveyard system for operating and **managing** a graveyard, having a charnel disposed indoors has a contractor management means for inputting and **managing** an information of a service contractor of the graveyard and the deceased, worshipped in the channel; order-receiving management means for receiving and **managing** an order of service and an application of visiting at the graveyard from the service contractor via the **Internet** ; a **schedule** management means for **managing** the **scheduling** and the execution of the service order-received from the service contractor; an image- **managing** means for photographing an image of the channel for visiting the graveyard and a voice/ sound and an image of the **memorial** service which are carried out in the channel and converting

them into digital data; and a transmission management means for transmitting the digital data to the service contractor via the **Internet**.

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9/5/12 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
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07187722
BUSINESS SYSTEM REGARDING MANAGEMENT AND DISTRIBUTION OF INFORMATION ON THE DECEASED USING **INTERNET**

PUB. NO.: 2002-056121 [JP 2002056121 A]
PUBLISHED: February 20, 2002 (20020220)
INVENTOR(s): ISHIDATE KOJI
APPLICANT(s): ISHIDATE KOJI
APPL. NO.: 2000-277297 [JP 2000277297]
FILED: August 09, 2000 (20000809)
INTL CLASS: **G06F-017/60**

ABSTRACT

PROBLEM TO BE SOLVED: To provide a method which **manages** information on the deceased and can automatically distribute information to the family of the deceased and people who made friends with the deceased on the deathday of the deceased and **memorial** days by **managing** information on the deceased.

SOLUTION: The deceased makes a contract with a company before his or her death, or his or her family, a friend, a relative, or the boyfriend or girlfriend, etc., makes a contract with the company to request the management and distribution of information on the deceased. The management cost, distribution cost, gift expenditure, etc., are paid when the contract is made or paid by the insurance, property left by the deceased, etc. The company after generating a database according to the information on the deceased provides a homepage on a server of the **Internet**. According to the database, **memorial** days such as the deathday, birthday, and wedding anniversaries are reported to the family, etc., through the **Internet**. The distributed information is mainly a message, a voice, and an image sent via the **Internet**, but a gift such as real **flowers** can be sent to the family, etc., by using door delivery. A virtual cemetery of the deceased can be provided in the homepage on the server.

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Set Items Description
S1 1547035 PLAN? OR ARRANG? OR GUID??? OR SCHEDUL? OR ORGANIZ??? OR -
 ORGANIS??? OR HANDL? OR MANAG???
S2 4465 FUNERAL? ? OR BURIAL? ? OR MEMORIAL? ? OR INTERMENT? ?
S3 337815 COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED
 OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR -
 ONLINE OR INTERNET OR WEB
S4 32 S1(S)S2(S)S3
S5 24212 FUNERAL() PRODUCT? ? OR CASKET? ? OR COFFIN? ? OR URN OR UR-
 NS OR HEADSTONE? ? OR GRAVESTONE? ? OR TOMBSTONE? ? OR (HEAD -
 OR GRAVE OR TOMB OR MEMORIAL) ()STONE? ? OR FLOWER? ?
S6 1640629 CUSTOMI? OR PERSONALIZ? OR PERSONALIS? OR FILTER??? OR NAR-
 ROW??? OR LIMIT??? OR ELIMINAT? OR CULL OR CULLING
S7 12 S4(S) (S5 OR S6)
S8 7 S7 AND IC=(G06F-017/60 OR G06F-017/30 OR G07F? OR G06Q?)
S9 7 IDPAT (sorted in duplicate/non-duplicate order)
S10 7 IDPAT (primary/non-duplicate records only)

File 348:EUROPEAN PATENTS 1978-2006/ 200618
(c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006/UB=20060504,UT=20060427
(c) 2006 WIPO/Univentio

10/3,K/1 (Item 1 from file: 348)
 DIALOG(R) File 348:EUROPEAN PATENTS
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01526282

Method and system for capturing memories of deceased individuals
Verfahren und System zum Eingeben von Nachrufen von verstorbenen Personen
Methode et systeme de capture d'eloges funebres de personnes decedees

PATENT ASSIGNEE:

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PATENT (CC, No, Kind, Date): EP 1274021 A2 030108 (Basic)
EP 1274021 A3 060201

APPLICATION (CC, No, Date): EP 2002077479 020621;

PRIORITY (CC, No, Date): US 898636 010703

**DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
 LU; MC; NL; PT; SE; TR**

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS (V7): G06F-017/30

INTERNATIONAL CLASSIFICATION (V8 + ATTRIBUTES):

IPC + Level Value Position Status Version Action Source Office:

G06F-0017/30 A I F B 20060101 20021017 H EP

ABSTRACT WORD COUNT: 79

NOTE:

Figure number on first page: 2

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Available Text	Language	Update	Word Count
CLAIMS A	(English)	200302	531
SPEC A	(English)	200302	4361
Total word count - document A			4893
Total word count - document B			0
Total word count - documents A + B			4893

INTERNATIONAL PATENT CLASS (V7): G06F-017/30

...SPECIFICATION a multitude of individuals, thus potentially lowering the
 cost for each web page established.

The **web** page/site 25 will have its' own URL 24 that can be accessed
 via the **Internet**. The individual who sets up that **web** page/site 25
 (hereinafter referred to as the owner or controller) can be provided with
 ...

...controls for determining the type and manner of allowing information to
 be entered onto the **web** page/site 25. The controller can set up a
filter for reviewing submitted data for placement on the **web** page/site
 25. For example, the controller can monitor the type of information that
 is...

...enters background information about the deceased. For example, the data

entry system 20 at the **funeral** home 14 can be used for establishing and entering initial information regarding the deceased individual. The initial information can include, but is not **limited** to, the name and address of the deceased 34, names of the surviving family members...

...information can also include a template 37 setting forth the manner and structure of the **web** page/site 25. Additional information such as a list of authorized individuals 38 to input information into the **web** page/site 25 and the type of information/data 39 that may be entered on to the **web** page/site 25. A system similar to the system used in IBM's Lotus Notes...

...for providing access to a person's calendar by others for viewing, adding meetings, and **managing** can be set up for accessing the obituary website/ page 25. For example, multimedia information...

10/3,K/2 (Item 2 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT
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01170627 **Image available**
METHOD AND SYSTEM FOR PROVIDING A COMBINATION OF LIFE INSURANCE THROUGH TIME OF NEED
PROCEDE ET SYSTEME PERMETTANT DE FOURNIR, SOUS FORME COMBINEE, UNE ASSURANCE-VIE ET DES SERVICES CLIENT EN PERIODE DE BESOIN

Patent Applicant/Assignee:

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Inventor(s):

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Legal Representative:

HEWITT Lester L (et al) (agent), Akin Gump Strauss Hauer & Feld, LLP, 1111 Louisiana Street, 44th Floor, Houston, TX 77002, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200492868 A2-A3 20041028 (WO 0492868)

Application: WO 2004US10446 20040405 (PCT/WO US04010446)

Priority Application: US 2003410087 20030409

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(All protection types applied unless otherwise stated - for applications 2004+)

AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW (EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LU MC NL PL PT RO SE SI SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) BW GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

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Publication Language: English

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Fulltext Word Count: 7218

Main International Patent Class (v7): **G06F-017/60**

Fulltext Availability:

Detailed Description
Claims

English Abstract

...access site coupled to databases containing information on life insurance and information on competitively priced **funeral products** and services offered independently of association with any particular **funeral** home.

Detailed Description

... package of life insurance and on-going customer services from the time of interest in **funeral** planning through finalization of **funeral arrangements**. This business system includes formation of a central business entity or other organization having contractual **arrangements** with one or more providers of life insurance. However, there are no specific contracts with **funeral** homes so that the central business entity can provide consumer oriented **funeral** planning and implementation services. The central business entity includes a website for **electronically** answering potential customer inquiries and a customer relations group **electronically** coupled to the website to provide additional answers and clarification to a potential customer. The ...

...further includes an enrollment module to allow a customer to actually enroll in an insurance **plan** on the website. Further, the website is **electronically** coupled to one or more providers of life insurance to allow the customer to directly...

...obtained a life insurance contract in order to consult with that customer to develop a **personalized funeral plan**. The central business entity farther includes an electronic data vault to receive and store **personalized funeral** plans. And, upon need, the customer relations group, which is **electronically** coupled to said data vault,

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retrieves the **personalized funeral plan**, and consults with the customer's representatives to finalize **funeral product** pricing and services into a finalized **funeral plan** which is implemented at a designated **funeral** home. The system of this invention further includes a competitive pricing database of **funeral products** and/or services which database is **electronically** connected to the website as well as to the customer relations group. A further electronic database containing historical customer survey information is also **electronically** connected to the website as well as to the customer relations group so that a...

...The website further provides a customer access to an electronic database of funeral homes and **funeral products** which are maintained by said database on a competitive basis such that a customer may...

...products and services. The customer services group includes as part of its business methodology providing **funeral** planning services to a customer newly enrolled in a life insurance **plan** and thereafter providing a completed **funeral plan**, or partially completed **plan**, to an electronic database or vault, which is available to the customer prior to the...

...of need for purposes of

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retrieval or revision. The customer services group retrieves the **electronically** stored **plan** from the data vault at the time of need and thereafter consults with the customer's family or representatives to finalize a **funeral plan**, including making available competitive

pricing on products and services, and thereafter contacting the chosen **funeral** home to assist the representatives in making actual **funeral arrangements**.

The business system and methodology of this invention may apply beyond the funeral industry into...

...of the interrelationship of services, insurance and other products with computerized systems to provide the **funeral product** /services method and system of this invention;

FIG. 2 is a flowchart of the initial steps of customer marketing and enrollment in the **funeral**

product /services method and system of this invention;

FIGS. 3 and 3B combine to form a flowchart of the interrelationship of personal computer and/or **web** -based services provided to assist a customer who has obtained life insurance to

prepare a **funeral plan**;

FIGS. 4A, 413, and 4C are flowcharts of initial services provided to a customer's family at time of need, including advising on the purchase of **funeral products** and services as well as choice of **funeral** home to the extent such decisions have not been made; Fig. 5 is a schematic...

...14 is provided to make available to customers competitive prices on an entire range of **funeral products** and services. Such database 14 for competitive merchandise is **electronically** stored and available through a separate website, or network or is a module within the main website of the service provider. Additionally, an electronic

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database of **funeral** homes and **funeral** home related services is also provided, which includes price information as well as quality ratings, which is also **electronically** coupled to the website 14 or functions as a module or routine on the website...

...unbiased consumer advocate, as generally designated at 18, to provide to customers the availability of **funeral products** and services from a variety of manufacturers so that customers have a full range in choice without regard to a particular **funeral** home.

Marketing Phase

Referring to FIG. 2 of the drawings, the combined products and services

...

...center 12 and includes the product/service pricing server 56, customer satisfaction database 57 and **funeral plan** storage database 53, which may be stored on a separate, net- Whether the computers 17 are networked-based separate from the **internet** and website 24, or coupled to the **internet**, as is typical in computer systems today, all computer servers or drives operate under the control of operating systems to execute software such as necessary to operate the **funeral** planning software module 24a, or provide for organization, storage and retrieval within product pricing server...also include a storage interface to one or more mass storage devices, including but not **limited** to floppy or other removable disk drives, a hard disk drive or a direct access...

Claim

... further comprising the steps of:

said internet or other network access providing access to competitive **funeral product** and service pricing information located in an

electronic database so that a customer has access to information needed to complete a **funeral** or revise a fimeral **plan**.

11 The method of claim 1, further comprising the steps of:
said customer services group...

...by customer to
insurance carrier;
providing said customer access to an electronic data base of **funeral products**
containing competitive prices of **funeral products** ;
said central organization including a customer services group for
consulting with said customer to develop a **funeral plan** and
electronically storing said **funeral plan** in a secure data vault until needed;
said customer services group retrieving said **funeral plan** from said
secure data
vault at time of need and providing said **funeral plan** to said
customer's
representatives;

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said customer services group consulting with said representatives to
complete **funeral arrangements** after review of **funeral homes** and
competitive product pricing;
and,
said customer services group **arranging** implementation of said finalized
funeral plan with said **funeral home** on behalf of said
representatives.

16 A business system for providing a package of life insurance and
customer services which extend through finalization of **funeral arrangements** , comprising: a central business entity having a contractual
arrangement with one or more
providers of life insurance;
said central business entity having a website for **electronically**
answering
potential customer inquiries;
said central business entity including a customer relations group coupled
to...
...time of need;
said customer relations group communicating with said customer to arrive
at a
personalized fimeral **plan** ;
an electronic data vault to receive and store said **personalized**
funeral plan ; said customer relations group being coupled to said data
vault to recall said **funeral plan** upon need, and being coupled to a
funeral product pricing and services database in order to consult with
said customer's representatives to finalize and implement said **funeral plan** .

17 The system of claim 16, further including:
a competitive pricing database of funeral products...

...with a funeral planning software module to allow a customer to make
desired choices of **funeral products** and services to arrive of
a **funeral plan** ;
storing said **funeral plan** **electronically** until time of need;
providing for access to said stored **funeral plan** through said
internet access to allow said customer to review and/or revise said
funeral plan prior to time of need;

and
 providing electronic access to said **funeral plan** by said customer's representatives and providing access to a consumer-oriented database of available **funeral products** and services in order for said representatives to finalize said **funeral plan**, including making final choice of **funeral home** and **arranging** implementation of said **plan** at the chosen **funeral home**.

20 The method of claim 19, further comprising the steps of providing said internet access...

10/3,K/3 (Item 3 from file: 349)
 DIALOG(R) File 349:PCT FULLTEXT
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00904207

SYSTEM AND METHOD FOR CONDUCTING PET, DEATH, DNA AND OTHER RELATED TRANSACTIONS OVER A COMPUTER NETWORK
SYSTEME ET PROCEDE PERMETTANT D'EFFECTUER DES TRANSACTIONS RELATIVES A DES ANIMAUX FAMILIERS, A UN DECES, A L'ADN ET D'AUTRES TRANSACTIONS APPARENTES SUR UN RESEAU D'ORDINATEURS

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Legal Representative:

HALLUIN Albert P (agent), Howrey Simon Arnold & White, LLP, 301 Ravenswood Avenue, Menlo Park, CA 94025, US,

Patent and Priority Information (Country, Number, Date):

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Application: WO 2001US45746 20011030 (PCT/WO US0145746)

Priority Application: US 2000245502 20001103; US 2000245501 20001103; US 2000245499 20001103; US 2000245500 20001103; US 2001265137 20010129

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

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Publication Language: English

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Fulltext Word Count: 18469

Main International Patent Class (v7): **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... needs (e.g., diet, exercise), help from (Others) counselors and clergy, more New Paths to **Funeral** Memorialization shouldn't have a Planners Remembrance directors, "cookie cutter approach7' but be (others) clergy, **personalized**; specific ideas from those counselors on the cutting edge (authors) A Primer on Pre- Lawyers, Insurance, other **arrangements**, sources Planners need and Insurance **funeral** directors of pre-need **arrangements** (e.g., **funeral** (others) directors), questions to ask, what types of professionals to consult Protecting Your Estate planners...

...way people Planners

Create Your Own (authors), will remember you; traditional format (others) Remembrance clergy, **funeral** is a "cookie-cutter" approach, and now directors options for **personalization** are acceptable and available; examples of new approaches

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Discussing Your Counselors How to present a **plan** to your spouse, Plans With Those (authors), family members or significant other, You Love clergy, lawyers predicting others' reactions, (authors), withholding discussion, letting others **funeral** directors **plan** for you

Are Your Last Lawyers and Think twice about the plans you make, Planners

...

...when the

other can't or won't discuss, more

As previously described, the inventive **web** site features a wide variety of offerings to those mourning the passing of both human...

...messages, shopping, education and gathering of information. Examples of specific offerings include, but are not **limited** to, the following items, which are made available to users at prices to be determined...

10/3,K/4 (Item 4 from file: 349)
DIALOG(R) File 349:PCT FULLTEXT
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00903170 **Image available**

**INTEGRATED LIFE PLANNING METHOD AND SYSTEMS AND PRODUCTS FOR IMPLEMENTATION
PROCEDE INTEGRE DE PLANIFICATION DE VIE ET SYSTEMES ET PRODUITS POUR SON
APPLICATION**

Patent Applicant/Inventor:

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(Nationality)

Legal Representative:

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Chicago, IL 60610, US,

Patent and Priority Information (Country, Number, Date):

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Priority Application: US 2000242283 20001020

Designated States:

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prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL
TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
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Publication Language: English

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Main International Patent Class (v7): **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... their objectivity, rational thinking or ability to function.

There is a "death care" industry, comprising **funeral** homes, cemeteries, **funeral** I O planners, and providers of **caskets**, **urns**, monuments and related materials. Some death care industry resources have begun to use the **internet** world wide **web** to advertise and sell their products, such as **caskets** and **funeral** planning. However, **arranging** services needed from death care industry resources is only a part of final estate planning...computer mouse and via use of a variety of search terms, such as but not **limited** to deni, deni.net, death, insurance, **funeral**, **casket**, **burial**, retirement, etc. In an embodiment, resource providers, or vendors, pay the program administrator to be...

...a one time and/or periodic fee) as a provider of particular resources on an **internet** site through which the LP program can be accessed or with the preprinted LP materials...

...to-business ("13213") aspect of the 1 5 present invention is preferably accessible as a **web** application. In one aspect, vendors can be sent client information and/or a vendor can...

...by the particular client. For example, an insurance provider can access the LP program administrator **web** site and stored client LP **plan** data to provide updated coverage **limits**, changes to premiums and due dates, beneficiary information, or provide notice that premiums are late... variations on acceptable hub hardware and software to accomplish the present invention are possible.

The **web** server preferably has a mirrored hard disk drive system, which means 1 5 that any files or database records saved on the **web** server's primary hard disc drive will automatically be saved to a second hard disk ...

...Nuys, California. Further, clients are sent hard copies and/or electronic copies of their EOL **plan** information summary, which can also be forwarded in whole or in part to relevant vendors or designated parties. For example, **funeral** plans, **casket** choice, **burial** plot, and other information can be automatically forwarded to a selected **funeral** director at the time of preparation (pre-need) or at the time the EOL **plan** is activated due to death or incapacity.

Client & Vendor Account Deactivation

Clients and vendors will...directory of bereavement professionals & resources nationwide, etc.);
d. death care services (burial, cremation, burial insurance, **caskets**, funeral trusts,
directory of funeral service providers nationwide etc.);
e. aging services resources & current issues...

...line organ donor cards and new break throughs within the end-of-life care profession, **flower** ordering services, e-cards, books, kits, on-line organ donor cards etc.); and
h. end of life pre funding options (insurance, long term care, assisted living, prepaid **interment arrangements**).

While exemplary embodiments of the invention have been described, numerous variations are envisioned to fall...

10/3,K/5 (Item 5 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT
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00871072 **Image available**

SYSTEM AND METHOD OF PLANNING A FUNERAL

SYSTÈME ET MÉTHODE DE PROGRAMMATION DE FUNÉRAILLES

Patent Applicant/Assignee:

FORETHOUGHT FINANCIAL SERVICES INC, One Forethought Center, Batesville, IN 47006, US, US (Residence), US (Nationality)

Inventor(s):

TORRES Efrain, 5165 Pebblevalley Drive, Cincinnati, OH 45252, US,
MYERS Rachel Elizabeth, 8967 Arabian Court, Cincinnati, OH 45242, US,
SALATIN Randall Scott, 362 S.W. Santee Drive, Greensburg, IN 47240, US,

Legal Representative:

STINEBRUNER Scott A (et al) (agent), Wood, Herron & Evans, LLP, 2700 Carew Tower, Cincinnati, OH 45202, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200205178 A2 20020117 (WO 0205178)

Application: WO 2001US21096 20010603 (PCT/WO US0121096)

Priority Application: US 2000216567 20000707; US 2001827803 20010406

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 12519

Main International Patent Class (v7): **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... inverted exclamation mark)se recognize advantages inherent to the technology. For instance, digitized listings of **funeral** products and

services are displayed on **Internet** web pages maintained by **funeral suppliers** and providers.

Such web pages allow browsers limited exposure to select products and other...program of the invention may receive user input requesting pricing and educational information associated with **funeral products**, services and homes. The program may receive and store such information from a plurality of...

...funerary suppliers, providing a user with an extensive, competitive and diverse platform from which to **plan** a **memorial** service.

More particularly, the program may associate the user input with a budgetary, profile, step...planning session.

The category blocks of columns 70 and 72 represent exemplary components of a **funeral plan**. The database may store information relating to the listed categories in manner that it may...

...and 72 could embody an exhaustive listing of specific products, services, organizational headers, and/or **Internet** links to funerary vendors. For instance, data stored in the place of the pallbearer category...

...recordation of a decedent's donative intent. In any case, the listed categories do not **limit** the scope of the embodiment and are included only for exemplary purposes.

The database may...

10/3,K/6 (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00805452 **Image available**
SYSTEM TO SUPPORT MOBILE VISUAL COMMUNICATIONS
SYSTEME DE PRISE EN CHARGE DE COMMUNICATIONS VISUELLES MOBILES
Patent Applicant/Assignee:

MTEL LIMITED, Rms. 1801-05 China Resources Building, 26 Harbour Road, Wanchai, Hong Kong SAR, CN, CN (Residence), CN (Nationality)

Inventor(s):

CHAN Chung, 8 Pontial Road, Waban, MA 02468, US,

Legal Representative:

NTD PATENT & TRADEMARK AGENCY LTD BEIJING OFFICE (agent), 10th Floor, Block A, Investment Plaza, 27 Jinrongdajie, Beijing 100032, CN,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139039 A1 20010531 (WO 0139039)

Application: WO 2000CN485 20001123 (PCT/WO CN0000485)

Priority Application: US 99167503 19991124; US 2000186529 20000302; US 2000564352 20000501

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AU CN IN JP KR SG

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

Publication Language: English

Filing Language: English

Fulltext Word Count: 8100

Main International Patent Class (v7): G06F-017/30

Fulltext Availability:

Claims

Claim

... input from a user of said handheld unit and, based on a selected option, present **narrower** related =tions, and means to continue **narrowing** options to a predetermined level and transmit a last option to a wireless server.

2...Search Shortcuts Shoppin

Updated every 15 minutes Classifieds Office Supplies
-Court rules Dian Netscape Decision **Guides** Maos/Directions
Gonzalez must stay in Netcenter Directory People Finde
U.S. until asylum appeal...

...dedication Business I [Wee Time Today's Feature
of Oklahoma City No Place Like Hom(**memorial** o rs time to 12 MARKET CENTER Kansas anymore, but
gave Stock Quotes by be...

...all Entertainment > Movie
BUSINESS NEWS about Family > Babies, Teenc
Latest from e-business' Games > Play **Online** , F
ITOP PICKS CBS MarketWatch Health > Nutrition, Fitn@
Technology News from Lifestyles > Weddings,
4.7...

...Qja!M, Movies,
5c! Calls. No Fees! Netscape > Developer
News > Biz. Politics. Sr
Buy Software **Online**
Consolidate Debt SHIPPING CENTER Personal Finance > in,
Get a **Web** Site FedEx Shipping Real Estate & Homes :
Horoscopes Trackina Research & Learn > R.
Online Games Dropoff Locator Shopping > Computer
Small Business > e8u:
!SHOP NOW Rate Finder Sports > MLB, NHL...

...Post A Resume
IWE13 TOOLS eBUSINESS BASICS
7 Simple steps to a
Book Flights successful **online** business
Calendar free Click here'.
Communications Center
Communities
Hardware Reviews Get Additional Help
Make Better Decisions Pay Bills **Online**
Netscape Human Resources
Plug-ins Bankino & Finance
Shareware Insurance
SmartUpdate Research
Tech Resources Business Service...

...SUBSTITUTE SHEET (RULE 26)
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FIG o 6
SUBSTITUTE SHEET (RULE 26)
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228
/14
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Internet
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Desktop
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150 152 Db 162
Intranet
Internet Updating
46
Mapping
Server
FIGo 8
SUBSTITUTE SHEET (RULE 26)
PRESELECT AND LOAD THE 20...

.26)
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Internal
Update @@48
Template
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F-1
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54
Internet
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FIG. I I
SUBSTITUTE SHEET...

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internet
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YES it in Local Mobile Server DB?
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onversion DB? 274
268 0
NO
YES it on Internet requiring
ermissioned
Conversion
2
r sent first
screen to User
280 Subject Not
Found
282...

10/3,K/7 (Item 7 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00803576 **Image available**
METHOD FOR SEARCHING FROM A PLURALITY OF DATA SOURCES
PROCEDE DE RECHERCHE A PARTIR DE PLUSIEURS SOURCES DE DONNEES
Patent Applicant/Assignee:
SEARCHCRAFT CORPORATION, P.O. Box 717, Lincoln, MA 01773, US, US
(Residence), US (Nationality)
Inventor(s):
EGENDORF Andrew, 10 Tower Road, Lincoln, MA 01773, US,
GREENFELD Norton, 6 Brook Trail Road, Wayland, MA 01778, US,
PETTINELLI Eugene, 110 Prides Crossing, Sudbury, MA 01776, US,
Legal Representative:
SCHAEFER Ira J (agent), Chadbourne & Parke LLP, 30 Rockefeller Plaza, New
York, NY 10112, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200137134 A1 20010525 (WO 0137134)
Application: WO 2000US23916 20000901 (PCT/WO US0023916)
Priority Application: US 99441270 19991116
Designated States:
(Protection type is "patent" unless otherwise stated - for applications
prior to 2004)
AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT
LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 23747

Main International Patent Class (v7): G06F-017/30

Fulltext Availability:
Claims

Claim
... 26)
I-----
CENTRAL C
20A 20B 20N
AUTHORITY: AU
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cn . . .
m 10A 10B
m
m

... INFORMATION...LEAST SOME OF THE INFORMATION RECEIVED FROM THE INFORMATION SOURCES IDENTIFIED TO THE USER
710

710

ORGANIZING AT LEAST SOME OF THE INFORMATION RECEIVED FROM THE INFORMATION SOURCES IDENTIFIED TO THE USER, AND PRESENTING THE **ORGANIZED** INFORMATION TO THE USER

711

FIG. 7

SUBSTITUTE SHEET (RULE 26)

/25

PROVIDING A SEARCHBASE

SEARCH CRITERIA

806

RECEIVING INFORMATION SATISFYING THE
SEARCH CRITERIA FROM THE
INFORMATION SOURCES

INF
997

807
—

¹ ORGANIZING AT LEAST SOME OF THE INFORMATION RECEIVED FROM THE INFORMATION SOURCES IDENTIFIED TO THE USER, AND PRESENTING THE

OR

808
FIG. 8
SUBSTITUTE SHEET (RULE 26)
/25
OBTAINING INFORMATION
FOR...r e,
Fo d
;cnntlons and oj@er @heZl. click here)
.....1.....

E1 Apparel 10 Flowers & Gifts E1 Movies & Video FO @Toys & Games 1
03 Books -11 [I Food& Dfink Music...

...menus of selected categories)
(For descriptions and other help, click here)

:110 Apparel I El Flowers & Gifts71El Movies & Video71 0 Toys & Gaines
:1 El Books Travel
I 1-1 music
El...and other help. click here

.....I.....
.....I---
-]1{3Movies&Video 110Toys&Garnes-1
El Apparel **Flowers & Gifts**
Music
:10 Books [71 Food& Drink Travel
lo
Computers IF-) Hcafth&Beauty Office
:10...

...your up-to-the-minute database.

Name:IGeorge Gamma
Company: FG'amma.
Address: 1 5A **memorial** Drive
Phone:I (617) 789-3056
Fax:j (617) 789-3457
E-maildgeorge@garnrrria...

...selected categories)
(For descriptions and other help, click here)
.....I.....
.....I.....
Apparel 1
0 **Flowers** I Gifis 0 Movies & Video 0 Toys & Games
El Music
El Books I El Food...menus of selected categories)
(For descriptions and other help, click here)
.....-.....
.....-.....I.....
Movies & Vid
Apparel El **Flowers & Gifts** Toys& Gaines
Travel
El Books I El Food& Drink 10 Music
Computers I El...

...during the international search (name of data base and, where
practicable, search terms used)
CAS **ONLINE**, DIALOG, IEEE
C. DOCUMENTS CONSIDERED TO BE RELEVANT
Category* Citation of document, with indication, where...

Set Items Description
 S1 3560754 PLAN? OR ARRANG? OR GUID??? OR SCHEDUL? OR ORGANIZ??? OR -
 ORGANIS??? OR HANDL? OR MANAG???
 S2 30477 FUNERAL? ? OR BURIAL? ? OR MEMORIAL? ? OR INTERMENT? ?
 S3 730355 COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED
 OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR -
 ONLINE OR INTERNET OR WEB
 S4 67 S1 AND S2 AND S3
 S5 41 S4 NOT PY>1999
 S6 41 RD (unique items)
 S7 17520 FUNERAL() PRODUCT? ? OR CASKET? ? OR COFFIN? ? OR URN OR UR-
 NS OR HEADSTONE? ? OR GRAVESTONE? ? OR TOMBSTONE? ? OR (HEAD -
 OR GRAVE OR TOMB OR MEMORIAL) ()STONE? ? OR FLOWER? ?
 S8 32265 CUSTOMI? OR PERSONALIZ? OR PERSONALIS?
 S9 0 S6 AND (S7 OR S8)
 S10 301424 S3(2N) (CATALOG? ? OR CATALOGUE? ? OR DIRECTOR??? OR PAGE) -
 OR DATABASE? OR DATABANK? OR DATA() (BASE OR BASES OR BANK? ? -
 OR SYSTEM? OR NETWORK? ? OR FILE? ?) OR WEBPAGE? OR WEBSITE?
 S11 5 S6 AND S10
 S12 42 S1(S)S2(S)S3
 S13 24 S12 NOT PY>1999
 S14 24 RD (unique items)
 File 2:INSPEC 1898-2006/Apr W4
 (c) 2006 Institution of Electrical Engineers
 File 35:Dissertation Abs Online 1861-2006/Apr
 (c) 2006 ProQuest Info&Learning
 File 65:Inside Conferences 1993-2006/May 05
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 File 99:Wilson Appl. Sci & Tech Abs 1983-2006/Apr
 (c) 2006 The HW Wilson Co.

 File 474:New York Times Abs 1969-2006/May 04
 (c) 2006 The New York Times
 File 475:Wall Street Journal Abs 1973-2006/May 04
 (c) 2006 The New York Times
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
 (c) 2002 The Gale Group

14/5/1 (Item 1 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

06825177 INSPEC Abstract Number: C9803-7210L-024

Title: Designing and redesigning: Marquette Libraries' Web site

Author(s): McCready, K.

Author Affiliation: Memorial Libr., Marquette Univ., Milwaukee, WI, USA

Journal: Library Hi Tech vol.15, no.3-4 p.83-9

Publisher: Pierian Press,

Publication Date: 1997 Country of Publication: USA

CODEN: LIHTD2 ISSN: 0737-8831

SICI: 0737-8831(1997)15:3/4L.83:DRML;1-G

Material Identity Number: F980-98001

Language: English Document Type: Journal Paper (JP)

Treatment: Applications (A)

Abstract: Examines the process involved in creating a library-related World Wide Web site. The goal was to create an intricate home page for Marquette University's Memorial and Science Libraries, while insuring that it would be intuitive. The challenge was that the libraries' home page needed to address the service and resource needs of many constituencies: naive and experienced undergraduates; returning, non-traditional students; technologically savvy and quasi-Luddite faculty; graduate students; and scholarly researchers. The following questions chronicle Marquette's libraries path to a comprehensive, yet salable site, and are examined in order to identify how a library should attempt to design or redesign a home page. (1) Why do we need this site? (2) What should we put on this site? (3) How do we organize this site? (4) What "look" do we want for our site? (5) How do we evaluate the usage of our site? (6) Who is going to do the work?. (0 Refs)

Subfile: C

Descriptors: academic libraries; Internet; library automation; research libraries

Identifiers: Marquette University Memorial Library; Marquette University Science Library; World Wide Web site design; redesign; intuitive home page; service needs; resource needs; undergraduates; students; faculty; graduates ; scholarly researchers; Web site usage evaluation

Class Codes: C7210L (Library automation)

Copyright 1998, IEE

14/5/2 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

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06447679 INSPEC Abstract Number: C9701-7140-020

Title: Managing information technology: an empirical study of a computerized management system in ambulatory services at Chang Gung Memorial Hospital in Taiwan

Author(s): Yi-Chou Chuang; Tan, R.R.; Ming-Yen Wu; Huei-Huang Kuo

Author Affiliation: Adm. Center, Chang Gung Memorial Hospital, Taipei, Taiwan

Journal: International Journal of Computer Applications in Technology vol.9, no.4 p.181-92

Publisher: Inderscience Enterprises,

Publication Date: 1996 Country of Publication: Switzerland

CODEN: IJCTEK ISSN: 0952-8091

SICI: 0952-8091(1996)9:4L.181:MITE;1-L

Material Identity Number: M593-96004

Language: English Document Type: Journal Paper (JP)

Treatment: Applications (A)

Abstract: This empirical study presents the motivation, **planning** process, system architecture, diffusion process, performance and cost/benefits of a **computerized** system to automate the ambulatory services of Chang Gung **Memorial** Hospital in Taiwan. The technology substitution and diffusion is analysed using both the Fisher-Pry growth model and the Gompertz mortality model. Major issues and the behaviour pattern under the life-cycle stages of initiation, growth, stabilization and maturity are discussed. Comparisons of the performances before and after the automation, in terms of charging operation, error rates in medication dispensing, patient satisfaction level and patient waiting time, all indicate significant improvements. The cost/benefit ratio, based on the first-year tangible benefits only, is estimated to be 2.8. Factors accounting for the success include top-level management commitment, cross-functional team training and promotion, system reliability and availability, and the right conversion strategy. (7 Refs)

Subfile: C

Descriptors: cost-benefit analysis; DP management; information technology ; medical administrative data processing

Identifiers: information technology management; computerized management system; ambulatory services; Chang Gung Memorial Hospital, Taiwan; motivation; planning process; system architecture; technology substitution; healthcare management; service automation; technology diffusion; performance; cost/benefit ratio; Fisher-Pry growth model; Gompertz mortality model; behaviour pattern; life-cycle stages; initiation; growth; stabilization; maturity; charging operation; medication dispensing error rates; patient satisfaction level; patient waiting time; top-level management commitment; cross-functional team training; promotion; system reliability; system availability; conversion strategy

Class Codes: C7140 (Medical administration); C0310 (EDP management)

Copyright 1996, IEE

14/5/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

06109989 INSPEC Abstract Number: B9512-7520-026, C9512-7140-053

Title: An empirical study of a computerized management system in ambulatory services at Chang Gung Memorial Hospital in Taiwan

Author(s): Yi-Chou Chuang; Tan, R.R.; Ming-Yen Wu; Huei-Huang Kuo

Author Affiliation: Admin. Center, Chang Gung Memorial Hospital, Taipei, Taiwan

Journal: International Journal of Technology Management spec. issue.
p.74-92

Publication Date: 1995 Country of Publication: Switzerland

CODEN: IJTMEG ISSN: 0267-5730

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: This empirical study presents the motivation, **planning** process, system architecture, diffusion process, performance and the cost-benefits of a **computerized** system to automate the ambulatory services at Chang Gung **Memorial** Hospital in Taiwan. The technology substitution and diffusion is analysed using both the Fisher-Pry growth model and Gompertz mortality model. Major issues and behaviour patterns through the life-cycle stages of initiation, growth, stabilization and maturity are discussed. Comparisons of the performances before and after the automation, in terms of charging operation, error rates in medication dispensing, patients' satisfaction level and patients' waiting time, all indicate significant improvements. The pay-back period based on the

first-year tangible benefits only is estimated to be 2.8. Factors accounting for the success include top-level management commitment, cross-functional teams, training and promotion, system reliability and availability, and the right conversion strategy. (7 Refs)

Subfile: B C

Descriptors: cost-benefit analysis; health care; human resource management; management information systems; medical information systems; project management

Identifiers: ambulatory services; computerized management system; hospitals; motivation; planning process; system architecture; technology diffusion process; performance; cost-benefits; Taiwan; technology substitution; Fisher-Pry growth model; Gompertz mortality model; behaviour patterns; life-cycle; top-level management commitment; cross-functional teams; training; promotion; reliability; availability; conversion strategy

Class Codes: B7520 (Patient care and treatment); B0140 (Administration and management); C7140 (Medical administration)

Copyright 1995, IEE

14/5/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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05680378 INSPEC Abstract Number: C9407-0310D-001

Title: Coping with technological mayhem: the Machine Team approach

Author(s): O'Connor, R.

Author Affiliation: Alfred Univ., NY, USA

Journal: Computers in Libraries vol.14, no.4 p.14-16

Publication Date: April 1994 Country of Publication: USA

CODEN: CPLIE8 ISSN: 1041-7915

Language: English Document Type: Journal Paper (JP)

Treatment: Applications (A); Practical (P)

Abstract: Herrick Memorial Library at Alfred University has ten CD-ROM

workstations, a VAX terminal dedicated to student use of CARL and the Internet, two public copiers, two office copiers, two microform copiers, five microfilm readers, and three microfiche readers. We also have nine OPACs and one OPAC printer. The ongoing acquisition of new technologies made it increasingly difficult to keep pace with the demands that the machines made on staff time. As new machines arrived at Herrick, they were assimilated into the library's work flow as quickly as possible, by various people who were doing the best they could with limited time and staff resources. There was a distinct lack of organization and the lines of responsibility had become fuzzy. It became apparent that we needed to find an efficient and effective way to handle mechanical breakdowns, basic maintenance, and coordination of equipment and supplies purchases. I decided to take drastic action by forming a Machine Team. The Machine Team consists of six people: myself, 3 full-time staff members, and 2 part-time student assistants. Selection of Team members was not based on an in-depth knowledge of CD-ROM software, or on an intimate comprehension of the innards of photocopiers. Most of the problems we encounter are minor, such as a paper jam or a broken microfilm reel spindle, but they are bad enough to prevent the machine from being useable. The team consists of people who are not intimidated by machines, who are good at keeping records, and who, most importantly, learn quickly and have a full quota of curiosity about how things work. (0 Refs)

Subfile: C

Descriptors: computer maintenance; DP management; library automation; maintenance engineering; personnel

Identifiers: Machine Team; technological mayhem; Herrick Memorial Library; Alfred University; computer equipment; mechanical breakdowns; basic

maintenance; coordination; supplies purchases
Class Codes: C0310D (Installation management); C7210L (Library automation)
)

14/5/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC
(c) 2006 Institution of Electrical Engineers. All rts. reserv.

05536086 INSPEC Abstract Number: C9401-7260-002
Title: Introducing health sciences librarians to the Internet
Author(s): Mikita, E.G.; Drusendum, L.A.
Author Affiliation: Scott Memorial Libr., Thomas Jefferson Univ.
Hospital, Philadelphia, PA, USA
Journal: Medical Reference Services Quarterly vol.12, no.3 p.1-12
Publication Date: Fall 1993 Country of Publication: USA
CODEN: MRSQDK ISSN: 0276-3869
Language: English Document Type: Journal Paper (JP)
Treatment: Applications (A); Practical (P)
Abstract: The **Internet** is no longer just for the adventurous explorers or the technical experts-it has found its way into the mainstream of librarianship. New users are coming onto "the net" in droves. A wealth of information is currently available dealing with the mechanics of the **Internet** and there are general **guides** to the available resources. More work needs to be done, however, in developing subject specific materials. This paper reports on the strategy that Scott **Memorial** Library, Thomas Jefferson University, has employed to develop staff skills and awareness and to take advantage of the resources and opportunities that the network provides for the health sciences community. (24 Refs)
Subfile: C
Descriptors: internetworking; library automation; medical administrative data processing; training
Identifiers: health sciences librarians; Internet; librarianship; Scott Memorial Library; staff skills
Class Codes: C7260 (Information science education); C5620 (Computer networks and techniques); C7210L (Library automation)

14/5/6 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC
(c) 2006 Institution of Electrical Engineers. All rts. reserv.

04368234 INSPEC Abstract Number: C89034516
Title: CD-ROM technology at Vanderbilt University: impact on library staff and the educational community
Author(s): Reese, J.
Author Affiliation: Vanderbilt Univ., Nashville, TN, USA
Journal: Optical Information Systems vol.9, no.1 p.38-43
Publication Date: Jan.-Feb. 1989 Country of Publication: USA
CODEN: OISYE4 ISSN: 0886-5809
Language: English Document Type: Journal Paper (JP)
Treatment: Applications (A)
Abstract: CD-ROM technology was first used by the Vanderbilt University libraries in August of 1986. Vanderbilt received a grant from the Pew **Memorial** Trust to study access to information beyond the traditional **online** public catalogs. The Educational Library on the Peabody Campus of Vanderbilt became the first of the seven divisional libraries to become involved. Presently, there are more than 37 products available throughout the libraries. The impact has been felt in an increased workload for reference staff. Training staff as well as end-users, writing flipcharts,

reference guides , helping solve daily problems and answering questions all take up staff time. The educational community has been affected as well. Faculty, students, staff, and others have become regular users of CD-ROMs. Reaction has been positive and enthusiastic for the most part. The results of two surveys taken in the summer of 1988 indicate that optical storage technology has found a home in the Education Library. (0 Refs)

Subfile: C

Descriptors: CD-ROMs; library automation

Identifiers: library staff; CD-ROM technology; Vanderbilt University libraries; Educational Library; libraries; reference staff

Class Codes: C7210L (Library automation)

14/5/7 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

03732571 INSPEC Abstract Number: C86046498

Title: The impact of automated timetabling on universities-A case study

Author(s): Sabin, G.C.W.; Winter, G.K.

Author Affiliation: Memorial Univ. of Newfoundland, St. John's, Nfld., Canada

Journal: Journal of the Operational Research Society vol.37, no.7 p.689-93

Publication Date: July 1986 Country of Publication: UK

CODEN: JORSDZ ISSN: 0160-5682

U.S. Copyright Clearance Center Code: 0160-5682/86\$3.00+0.00

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: Since September 1978, Memorial University of Newfoundland has registered its first-year students by a fully computerized timetabling and registration process. This system includes the provision of an individual class schedule for each student in a manner which optimizes the use of the University's classroom and timetable resources. This paper describes the reasons for the design of the computerized system, the characteristics of the system which was created, how the system currently works and its impact on the University. In particular, it illustrates how, given the appropriate administrative structure, the system can be used to help control (or even decrease) expenditures, at a time when increases in enrolment have outpaced those in budgets. (7 Refs)

Subfile: C

Descriptors: education; scheduling

Identifiers: education; automated timetabling; universities; Memorial University of Newfoundland; computerized timetabling; registration process; class schedule; timetable resources; administrative structure; budgets

Class Codes: C1290J (Education)

14/5/8 (Item 8 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

02644399 INSPEC Abstract Number: C81009046

Title: Data base application for use in quality of health care monitor

Author(s): Simmons, P.S.; Kinch, R.E.

Author Affiliation: Forsyth Memorial Hospital, Winston-Salem, NC, USA

Conference Title: Proceedings of the Fourth Annual Symposium on Computer Applications in Medical Care Part I p.408-15

Editor(s): O'Neill, J.T.

Publisher: IEEE, New York, NY, USA

Publication Date: 1980 Country of Publication: USA xxxiv+694 pp.
 Conference Sponsor: IEEE
 Conference Date: 2-5 Nov. 1980 Conference Location: Washington, DC,
 USA

Language: English Document Type: Conference Paper (PA)
 Treatment: Applications (A)

Abstract: An **on-line** data base system at Forsyth **Memorial** Hospital assists in the tracking, collecting, summarizing, and reporting of data on a timely basis. A data base record is created for each patient discharged. At creation, biographic, demographic, and medical data are abstracted and summarized from other data files and inserted into the abstract data base. These data elements are available for update and review by authorized personnel. Daily, monthly, quarterly, annual, and demand reports are produced. A user query system allows authorized personnel to query the data bases for reports and analysis. The system assists in the evaluation of quality of care, **planning** and evaluation of services. (3 Refs)

Subfile: C

Descriptors: database management systems; management information systems; medical administrative data processing

Identifiers: quality; health care monitor; data base system; query system

Class Codes: C6160 (Database management systems (DBMS)); C7140 (Medical administration)

14/5/9 (Item 9 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

02441174 INSPEC Abstract Number: A79100734, B80002360, C80002735

Title: Memorial electron beam AET treatment planning system

Author(s): Holt, J.G.; Mohan, R.; Caley, R.; Buffa, A.; Reid, A.; Simpson, L.D.; Laughlin, J.S.

Author Affiliation: Memorial Sloan-Kettering Cancer Center, New York, NY, USA

Conference Title: Practical Aspects of Electron Beam Treatment Planning p.70-9

Editor(s): Orton, C.G.; Bagne, F.

Publisher: American Inst. Physics, New York, NY, USA

Publication Date: 1978 Country of Publication: USA 109 pp.

ISBN: 0 88318 247 5

Conference Date: 31 July 1977 Conference Location: Cincinnati, OH, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A)

Abstract: Reports on the **computerization** of the original **Memorial** Electron Beam Treatment **Planning** System. The system has been in use for over 20 years and was originally designed to accommodate completely for curvature and the associated air gap, any inhomogeneity in patient structure relative to unit density and any beam wedges or bolusing material. This was accomplished through the 'ray' system together with the absorption equivalent thickness (AET) factor. Depth-dose data, corrected to infinite SSD in water and inhomogeneous tissue, are required to define AET factors. At an arbitrary depth in inhomogeneous tissue, a corresponding depth in water can be found where an equal amount of energy is absorbed per

gram. The ratio of the water equivalent depth relative to the inhomogeneous tissue depth is the AET factor. (9 Refs)

Subfile: A B C

Descriptors: dosimetry; electron beam applications; management; medical computing; radiation therapy

Identifiers: computerization; Memorial Electron Beam Treatment Planning System; absorption equivalent thickness; inhomogeneous tissue; water

equivalent depth

Class Codes: A8760J (Corpuscular radiation and radioisotopes); A8760M (Radiation dosimetry); A8770G (Patient care and treatment); B7520C (Radiation therapy); B7530B (Radiation protection and dosimetry); C7330 (Biology and medicine)

14/5/10 (Item 10 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2006 Institution of Electrical Engineers. All rts. reserv.

01109991 INSPEC Abstract Number: B70011874, C70004501

Title: Experience with a dose distribution computation service

Author(s): Holt, J.G.; Balter, S.; Laughlin, J.S.; Phillips, R.F.

Author Affiliation: Memorial Hospital for Cancer and Allied Diseases, NY, USA

Conference Title: High-energy radiation therapy dosimetry p.344-7

Publisher: New York Acad. Sci, New York, NY, USA

Publication Date: 3 July 1969 Country of Publication: USA 370 pp.

Conference Sponsor: New York Acad. Sci

Conference Date: 15-17 June 1967 Conference Location: New York, NY, USA

Language: English Document Type: Conference Paper (PA)

Abstract: The usefulness of **computerized** methods of treatment **planning** has long been established. However, because of the cost of computers and the extent of associated staff and programs necessary, they are used in routine treatment **planning** by only a few large centers and the possibilities of this powerful tool in radiation therapy have so far not been widely exploited. A cheap and practical linkage system that makes the computation part of treatment **planning** available at low cost to collaborating hospitals has been developed by the staff of **Memorial Hospital**, and the experience gained with this system is described. (11 Refs)

Subfile: A B C

Descriptors: computer applications; medicine; patient treatment

Class Codes: A8770G (Patient care and treatment); B7520C (Radiation therapy); C7300 (Natural sciences)

14/5/11 (Item 1 from file: 474)

DIALOG(R)File 474:New York Times Abs

(c) 2006 The New York Times. All rts. reserv.

07541112 NYT Sequence Number: 277576970727

WESTCHESTER BRIEFS

Brenner, Elsa

New York Times, Col. 2, Pg. 4, Sec. 13WC

Sunday July 27 1997

DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English

RECORD TYPE: Abstract

ABSTRACT:

Robert Nebens, elementary teacher in Scarsdale, NY, pleads not guilty in federal district court, Miami, to felony exploitation, coercion and sex charges in connection with alleged attempt to use **Internet** to **arrange** meeting with young boy; General Electric Co reports significant progress in cleaning up polychlorinated biphenyls from Hudson Falls **plant** on Hudson River; Phelps **Memorial** Hospital in Sleepy Hollow, NY, joins Healthstar Network; market report shows increase in vacant office space in Westchester County, NY, in first half of 1997; Westchester County Rent Guidelines

Board votes to continue allowing landlords to charge same amount for vacant and rented apartments (M)

COMPANY NAMES: General Electric Co; Phelps Memorial Hospital (Sleepy Hollow, Ny); Healthstar Network (Co)

DESCRIPTORS: Sex Crimes; Child Abuse; Computers and Information Systems; Internet and World Wide Web; Water Pollution; Polychlorinated Biphenyls (Pcb); Sex Crimes; MEDICINE AND HEALTH; Hospitals; Office Buildings; Renting and Leasing

PERSONAL NAMES: Nebens, Robert; Brenner, Elsa

GEOGRAPHIC NAMES: Miami (Fla); Hudson River; Westchester County (Ny)

14/5/12 (Item 2 from file: 474)

DIALOG(R)File 474:New York Times Abs
(c) 2006 The New York Times. All rts. reserv.

06544034 NYT Sequence Number: 030678931110

REMEMBERING THE WOMEN WHO SERVED

New York Times, Col. 4, Pg. 26, Sec. A
Wednesday November 10 1993

DOCUMENT TYPE: Newspaper; Letter JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:

Letter from Wilma L Vaught (Women In Military Service) on **planned** drive by organization to enroll women veterans in **computerized** register for Women In Military Service **Memorial** ; drawing

SPECIAL FEATURES: Drawing

COMPANY NAMES: WOMEN IN MILITARY SERVICE (ORGN)

DESCRIPTORS: UNITED STATES ARMAMENT AND DEFENSE; WOMEN; AWARDS,
DECORATIONS AND HONORS; DATA PROCESSING (COMPUTERS)

PERSONAL NAMES: VAUGHT, WILMA L

14/5/13 (Item 3 from file: 474)

DIALOG(R)File 474:New York Times Abs
(c) 2006 The New York Times. All rts. reserv.

04822542 NYT Sequence Number: 129896860930

LANDMARK WILL ADD A MUSEUM

New York Times, Col. 1, Pg. 3, Sec. 2
Tuesday September 30 1986

DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:

John L Bryant Jr of National Park Foundation and Sen Alfonse D'Amato announce **plans** for restoration of Federal Hall National **Memorial** on Wall Street in New York City and for creation there of **computer - based** museum devoted to US Constitution; photo; museum set to open in April 1989, when Washington took Presidential oath at site (S)

SPECIAL FEATURES: Photo

COMPANY NAMES: FEDERAL HALL NATIONAL MEMORIAL; NATIONAL PARK FOUNDATION
DESCRIPTORS: LAW AND LEGISLATION; MUSEUMS; RESTORATION AND REHABILITATION;
FINANCES; BUDGETS AND BUDGETING; CONSTITUTIONS; HISTORY; DATA PROCESSING;
PUBLIC BUILDINGS

PERSONAL NAMES: D'AMATO, ALFONSE M (SEN); BRYANT, JOHN L JR; BLAU, ELEANOR

; WASHINGTON, GEORGE (1732-99)
GEOGRAPHIC NAMES: UNITED STATES; UNITED STATES; NEW YORK CITY; WALL STREET
(NYC)

14/5/14 (Item 4 from file: 474)
DIALOG(R)File 474:New York Times Abs
(c) 2006 The New York Times. All rts. reserv.

04769996 NYT Sequence Number: 158128860306

SKETCH DRAWN IN PALME SLAYING

New York Times, Col. 3, Pg. 3, Sec. 1
Thursday March 6 1986

DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:

Stockholm police say young woman has **managed** to draw portrait of man she saw soon after slaying of Prime Min Olof Palme who may have been assassin; portrait is being refined with help of West German experts who have machine that can translate **computerized** information into drawing; investigators are still unable to identify car in which assailant reportedly fled; **funeral** plans are announced (S)

SPECIAL FEATURES: Drawing

DESCRIPTORS: IDENTIFICATION DEVICES; ASSASSINATIONS AND ATTEMPTED ASSASSINATIONS; POLITICS AND GOVERNMENT (1983); FUNERALS

PERSONAL NAMES: PALME, OLOF (PRIME MIN)

GEOGRAPHIC NAMES: SWEDEN; WEST GERMANY

14/5/15 (Item 5 from file: 474)
DIALOG(R)File 474:New York Times Abs
(c) 2006 The New York Times. All rts. reserv.

01187034 NYT Sequence Number: 072715821024

(New computerized system of hospital payments by public and private health plans being tested in NJ hospitals has reduced waste and increased efficiency. Hospitals are paid fixed rates for each stay according to illness rather than average daily rate for each patient. NJ hospital costs rose 13.8% in '81, compared with 18.7% nationwide, while average length of hospital stays dropped from 7.9 Days to 7. Morristown Memorial Hospital pres Donald Bradley also notes that system's computer identifies physicians who keep patients hospitalized longer than normal, as well as unusual tests and excessive medication. Bradley photo and photo (M).)

SULLIVAN, RONALD

New York Times, Col. 3, Pg. 58, Sec. 1
Sunday October 24 1982

DOCUMENT TYPE: Newspaper; Statistics JOURNAL CODE: NYT LANGUAGE: English RECORD TYPE: Abstract

SPECIAL FEATURES: Photo

COMPANY NAMES: MORRISTOWN MEMORIAL HOSPITAL (NJ)

DESCRIPTORS: DOCTORS; ARCHIVES AND RECORDS; TESTS AND TESTING; DRUGS AND DRUG TRADE; MANAGEMENT, INDUSTRIAL AND INSTITUTIONAL; HEALTH INSURANCE; FEES, PROFESSIONAL; DISCLOSURE OF INFORMATION; DATA PROCESSING PROGRAMMING AND SYSTEMS; STATISTICS; RATES; FINANCES; HOSPITALS; INFORMATION STORAGE AND RETRIEVAL

PERSONAL NAMES: SULLIVAN, RONALD; BRADLEY, DONALD (HOSPITAL EXEC)

GEOGRAPHIC NAMES: NEW JERSEY

14/5/16 (Item 6 from file: 474)
DIALOG(R)File 474:New York Times Abs
(c) 2006 The New York Times. All rts. reserv.

00101027 NYT Sequence Number: 026622700103
(Library of Congress facing severe lack of space and shortage of book restoration craftsmen; Cong has yet to appropriate funds for proposed new bldg, James Madison Memorial Library; computerized card catalogue also planned)
United Press International
New York Times, Col. 1, Pg. 11
Saturday January 3 1970
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

COMPANY NAMES: LIBRARY OF CONGRESS

14/5/17 (Item 7 from file: 474)
DIALOG(R)File 474:New York Times Abs
(c) 2006 The New York Times. All rts. reserv.

00011593 NYT Sequence Number: 011591691219
(Estimate Bd approves purchase by city of 14-mi SI Rapid Transit Line from B&O RR for \$3.5-million; map; city plans major modernization on line, Tottenville-St George; action includes purchase of line's rolling stock of 48 cars, 70 acres of real estate, SI Rapid Transit Clifton Shops and air rights over tracks; Bd votes \$1.2-million to buy Bradford Hotel, 15-story structure at 210 W 70th St, to be converted into 240-unit apt bldg for elderly with low income; Bd rejects Booth Memorial Hosp (Queens) rezoning bid to build staff housing; Boro Pres Leviss backs alternate proposal; extends till May 31 temporary franchises of 4 cos)
New York Times, Col. 3, Pg. 45
Friday December 19 1969
DOCUMENT TYPE: Newspaper; Editorial Column JOURNAL CODE: NYT
LANGUAGE: English RECORD TYPE: Abstract

SPECIAL FEATURES: Map
COMPANY NAMES: BOOTH MEMORIAL HOSPITAL (NYC); CATV ENTERPRISES INC; GROUP W CABLE INC; STATEN ISLAND RAPID TRANSIT RY; STERLING INFORMATION SERVICE ; TELE MANHATTAN (CO)
DESCRIPTORS: AGED; BRADFORD HOTEL (NYC); CABLE TELEVISION; HOUSING; MEDICINE AND HEALTH; TELEVISION AND RADIO; TRANSIT SYSTEMS; ZONING
PERSONAL NAMES: BURKS, EDWARD C; LEVISS, SIDNEY (JUSTICE)
GEOGRAPHIC NAMES: NEW YORK CITY

14/5/18 (Item 1 from file: 475)
DIALOG(R)File 475:Wall Street Journal Abs
(c) 2006 The New York Times. All rts. reserv.

08000221 NYT Sequence Number: 000000981102
DEATH TAKES A HOLIDAY--IN FACT IT'S IMMORTALIZED ON THE WEB
SILVERMAN, RACHEL EMMA
Wall Street Journal, Col. 1, Pg. 1, Sec. B
Monday November 2 1998
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English

RECORD TYPE: Abstract

ABSTRACT:

World Wide **Web** offers a variety of sites for taphophiles, aficionados of cemeteries and **funerals**; Lance Hardie of Arcata (California), who designates November 2 as **Plan** Your Epitaph Day, runs a **Web** site allowing users to do just that, with links to several 'virtual cemeteries' (M)

DESCRIPTORS: DEATH AND DYING; INTERNET AND WORLD WIDE WEB; FUNERALS; ALL SOULS DAY; CEMETERIES

PERSONAL NAMES: SILVERMAN, RACHEL EMMA; HARDIE, LANCE

14/5/19 (Item 2 from file: 475)

DIALOG(R)File 475:Wall Street Journal Abs
(c) 2006 The New York Times. All rts. reserv.

07911129 NYT Sequence Number: 000000960821

PHONE EULOGIES, CYBERMOURNERS MAKE FUNERALS INTO VIRTUAL EVENTS

Lagnado, Lucette
Wall Street Journal, Col. 1, Pg. 1, Sec. B
Wednesday August 21 1996
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:

Advanced technology is moving into the **funeral** industry, as cellular telephones, video cameras and computers emerge as ways to bring together far-flung family members; **funeral** homes now routinely videotape services, and some offer options such as speaker-phone eulogies; Simplex Knowledge Co (White Plains, New York) **plans** to unveil an **Internet funeral** hookup service this autumn (M)

COMPANY NAMES: Simplex Knowledge Co

DESCRIPTORS: Funerals; TELEPHONES AND TELECOMMUNICATIONS; COMPUTERS AND INFORMATION SYSTEMS; Recordings (Video); INTERNET AND WORLD WIDE WEB
PERSONAL NAMES: Lagnado, Lucette

14/5/20 (Item 1 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)
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09168562

City Hall's IT project in tandem with e-government
MALAYSIA: DBKL LINES UP NEW IT SERVICES
New Straits Times (XAS) 30 Sep 1999 Computimesp.4
Language: ENGLISH

In Malaysia, the Kuala Lumpur City Hall (DBKL) is currently teaming up with the Multimedia Development Corporation (MDC) for a new information technology (IT)-based facility which also showcase an electronic library. Dubbed as 'Fasa IT Dataran Merdeka', the project is **scheduled** to complete by end-1999, according to Mayor Tan Sri Kamaruzzaman Shariff. DBKL is also set to roll out two new IT-based services soon, one of which is a new **Web** site that provides real-time traffic updates to motorists in Kuala Lumpur. Slated to go operational on 5 October 1999, the new site will feature a real-time traffic information system. Another new service is a mobile **Internet** unit which will initially serve users within the central

business district in the city. It is a joint project between Mimos Berhad and the Kuala Lumpur **Memorial** Library. DBKL which is currently undertaking a **computerisation** upgrade exercise, is also adopting a new financial management system which is set for completion by October 1999.
COMPANY: MIMOS; MDC; MULTIMEDIA DEVT; DBKL; KUALA LUMPUR CITY HALL

PRODUCT: Local Government (9300); Health, Educatn & Welfare-Total Govt (9005); Transportation (4000);
EVENT: General Management Services (26); Product Design & Development (33);
COUNTRY: Malaysia (9MAO);

14/5/21 (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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09133769
Abby National rings changes
UK: NEW TELEPHONE SERVICE FROM ABBEY NATIONAL
Guardian (GN) 20 Jul 1999 p.22
Language: ENGLISH

Plans for a new telephone service have been announced by UK bank Abbey National, which will offer customers a range of services from **funeral planning** to checking balances. The move comes as traditional high street banks face stiff competition from telephone and **Internet**-based services, such as Prudential's Egg and Standard Life Bank. However, Abbey National denies that the initiative is a move towards 'branchless' banking. *

COMPANY: STANDARD LIFE BANK; PRUDENTIAL; ABBEY NATL

PRODUCT: Retail Banking Services (6006); Clearing Banks (6010CB); Commercial Banks (6020);
EVENT: Planning & Information (22);
COUNTRY: United Kingdom (4UK);

14/5/22 (Item 3 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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09071357
Hacker poses as VSNL chief, slashes user rates
INDIA: 'REDUCED USER RATES A HOAX', SAYS VSNL
Economic Times (YZY) 02 Mar 1999 p.22
Language: ENGLISH

An electronic mail (e-mail) allegedly written by acting chairman and **managing** director of Videsh Sanchar Nigam Ltd (VSNL) of India, Mr Amitabh Kumar, to subscribers of VSNL's **Internet** service, has been declared a hoax. A hacker, posing as Mr Kumar, e-mailed subscribers stating that user rates for **Internet** access by VSNL will be reduced and also openly condemned VSNL's main competitor, Mahanagar Telephone Nigam Ltd (MTNL). The hacker has yet to be traced.

COMPANY: MTNL; MAHANAGAR TELEPHONE NIGAM; VSNL; VIDESH SANCHAR NIGAM
EVENT: Workers by Type (56);
COUNTRY: India (9IND);

14/5/23 (Item 4 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06641687
Electronic library in KL by 2005
MALAYSIA: KL ELECTRONIC LIBRARY IN 2005
The Star (XAT) 10 Jun 1998 Metro p.3
Language: ENGLISH

Esso Companies in Malaysia has forwarded its RM 52,500 annual donation for procurement of computers at 3 libraries in Kuala Lumpur (Desa Tun Razak, Gombak and Jalan Jelatek) on 9 June 1998. In addition, a further RM 5,000 is donated by Esso in 1998 for multimedia CD-ROM software development. On the other hand, according to the Datuk Bandar (governor) of Kuala Lumpur city Tan Sri Kamaruzzaman Shariff on 9 June 1998, Kuala Lumpur City Hall will construct a new electronic library next to the existing Kuala Lumpur **Memorial** Library for RM 26 mn after the Commonwealth Games (under the Dataran Merdaka Phase 2 project). The electronic library which will be connected to Malaysian and international libraries as well as the **Internet** is **scheduled** to be completed by 2005.

COMPANY: INTERNET; KUALA LUMPUR MEMORIAL LIBRARY; ESSO

PRODUCT: Health, Educatn & Welfare-Total Govt (9005); Crude Oil (1311);
Public Buildings Construction (1542PB); Libraries (8230);

EVENT: General Management Services (26); Companies Activities (10);
Capital Expenditure (43);

COUNTRY: Malaysia (9MAO);

14/5/24 (Item 5 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
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06481838
Matilda Hospital evaluates barcoding system
HONG KONG: BCS REVIEWED BY MATILDA HOSPITAL
IT Asia (XCN) May 1997 P.13
Language: ENGLISH

The barcode scanning system (BCS) is presently being reviewed by the IT team from Matilda & War **Memorial** Hospital in Hong Kong. The BCS will reinforce the hospital's front-end asset control and admissions operations. The barcoding system has two significant aims which are to elide redundant expenditure and losses and to guarantee there are no overcharged patients. Each patient will be allocated a unique number by the BCS. The number will function as the only access method for all hospital staff to retrieve **computerised** patient data once it is entered into the system. Besides that, the BCS will categorise each drug type and develop an **organised** barcoding process for drugs and supplies. The barcoding system will issue a label for every asset used in Matilda and permit automatic stock level recording.

PRODUCT: General Hospital Equipment (3841GH); Instruments & Related Products (3800); Computers & Auxiliary Equip (3573);
EVENT: Companies Activities (10);
COUNTRY: Hong Kong (9HON);

EIC 3600

Dialog Search

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S3	5146112	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR - ONLINE OR INTERNET OR WEB
S4	730	S1(S)S2(S)S3
S5	335152	FUNERAL()PRODUCT? ? OR CASKET? ? OR COFFIN? ? OR URN OR UR- NS OR HEADSTONE? ? OR GRAVESTONE? ? OR TOMBSTONE? ? OR (HEAD - OR GRAVE OR TOMB OR MEMORIAL)()STONE? ? OR FLOWER? ?
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S7	11	S6 NOT PY>1999

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7/3,K/1

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08244651 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Funeral Home Pricing Under Scrutiny in Georgia

Peter Mantius
KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (ATLANTA JOURNAL AND CONSTITUTION - GEORGIA)
November 15, 1999
JOURNAL CODE: KAJC LANGUAGE: English RECORD TYPE: FULLTEXT WORD COUNT: 1153

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... of \$35.
Meanwhile, the FTC is considering expanding its "funeral rule" by requiring cemeteries and **casket** stores to provide printed price lists.
The average cost of a funeral nationally is about...

... Acree said he was much more satisfied with a Calhoun funeral home and cemetery that **handled** his father's body next. A viewing, memorial service, **burial** and a vault to contain his \$1,000 Internet **casket** cost a total of \$1,200.

Some people prefer to buy their own funeral services...

7/3,K/2

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08081012 (USE FORMAT 7 OR 9 FOR FULLTEXT)

PRNewswire Midwest Summary Thursday, November 4 to 4 P.M. EST

PR NEWSWIRE
November 04, 1999
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT WORD COUNT: 1268

... bc-IL-Field-Museum-waive (WASHINGTON) Field Museum Will Waive Admission Charge Saturday After Public **Memorial Service** for Walter Payton at Soldier Field SFTH021 11/04/1999 11:00 r f bc...

...Its eBook Business CGTH046 11/04/1999 11:12 r f bc-IL-Asche-recap- **plan** (SHANNON) Asche Transportation Services, Inc. Announces Completion of Recapitalization **Plan** CGTH048 11/04/1999 11:21 r v bc-IL-Teachrs-Fed-lawst (COLUMBIA) Illinois...

7/3,K/3

DIALOG(R)File 20:Dialog Global Reporter
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08071346

Netiquette

FINANCIAL POST, p14
November 04, 1999
JOURNAL CODE: FFP LANGUAGE: English RECORD TYPE: FULLTEXT WORD COUNT: 210

... who gathered this week in Kansas City, Mo., for the annual

convention of the National **Funeral** Directors Association. Heavenlydoor.com lists everything from cemeteries and monument makers to virtual gravesite visits. It's all designed to help customers in a difficult time while increasing profits for **funeral** providers, Mr. Clarkson said. "People say the **Internet** seems like kind of a cold way to **plan** a **funeral**. But we think this takes the cold out and still leaves the personal part in..."

...pressure." Many companies also create special memorials to the deceased. Celebrate a Life.com features **online** obituaries and CD-ROMs that hold pictures, messages and mementos. "We're trying to take..."

... Robert Robinson, the firm's executive vice-president. E-commerce, along with stores that sell **caskets** at wholesale prices and other **funeral**-related businesses -- still isn't a significant part of the industry. About 35,000 **caskets** were sold in the United States via the **Internet** last year, only a fraction of the 1.8 million **coffins** sold overall during that time, a spokesman said.

7/3,K/4
DIALOG(R)File 20:Dialog Global Reporter
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07231414 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Procept, Inc. Announces New Internet Business Strategy
BUSINESS WIRE
September 15, 1999
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1491

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... and support: Custom web presence for funeral homes, e-mail account set-up, on-line **funeral** service **scheduling**, e-commerce set-up, and registration with major search engines.
--On-line obituaries and testimonials...

...life of loved ones or commemorate anniversaries and special holidays.
--E-commerce: Provides access to **flowers**, gifts, cards, books etc.
Terms of the Transaction
As currently contemplated, Procept will reserve the...

7/3,K/5
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06240783 (USE FORMAT 7 OR 9 FOR FULLTEXT)
IRT Business This Week 1 (Funeral Services): Virtual matter of life and death for the undertakers - The funeral industry has moved onto the Net to deliver some new services, including family plots in cyberspace.
Niall McKay reports
IRISH TIMES, p57
July 16, 1999
JOURNAL CODE: FIRT LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 1089

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... industry rather than for the average grave stonebuying punter. The site offers resources for buying **urns** and **caskets**, links to care groups and advertisements for Mortuary Management magazine.

There is even an undertaker...

... woman asks for advice on how to cope with harassment in the workplace and a **funeral** home **manager** with the **online** nickname of 'digger77' offers advice.

Still, taking care of the deceased should involve a little...

7/3,K/6

DIALOG(R)File 20:Dialog Global Reporter
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05649341 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Dishonesty, Anticompetitive Tactics Seen in Florida Death Care Industry

Scott Bernard Nelson

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (TAMPA TRIBUNE, FLA)

June 06, 1999

JOURNAL CODE: KTTF LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1570

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... to 60 percent more than those who plan ahead, it found.

For information on wholesale **casket** prices and how to comparison shop, send a self-addressed envelope with 55 cents postage...

...at 1-800-342-7940.

The American Association of Retired Persons offers several relevant consumer **guides** at www.aarp.org/getans/consumer/funerals.html. If you don't have **Internet** access, write for the **guides** at: AARP Fulfillment (EEO 1359), 601 E Street N.W., Washington, DC 20049.

Ask for...

7/3,K/7

DIALOG(R)File 20:Dialog Global Reporter
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03909079 (USE FORMAT 7 OR 9 FOR FULLTEXT)

The Orange County Register, Calif., Consumer Column

Anne C. Mulkern

KRTBN KNIGHT-RIDDER TRIBUNE BUSINESS NEWS (ORANGE COUNTY (CALIF.) REGISTER)

January 04, 1999

JOURNAL CODE: KTOC LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 639

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... hire a professional to scatter the ashes of your loved one.

Another new law requires **funeral** establishments and cemeteries to display or give you a consumer **guide** on how to protect yourself financially when planning a **funeral**. The consumer **guide** is available by calling (800) 952-5210 or on the state Department of Consumer Affairs **Web** site at <http://www.dca.ca.gov>.

Casket sellers must display the price of every **casket** for sale and give information on materials used to make the **casket**.

-- Renters' rights: So you moved into your dream apartment only to find out the previous...

7/3,K/8

DIALOG(R)File 20:Dialog Global Reporter
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03485672 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Direct Casket Will Open First Warehouse Outlet Store on Nov. 19

BUSINESS WIRE

November 18, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 546

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... average funeral in New York costs over \$6,000 with the average price of a **casket** selling for over \$2,500, the largest single expense.

The company's **caskets** are available in more than 30 styles in metal, hardwood and all wood construction. Prices...

...1,295 range.

Comparing prices with funeral home charges, Gray said he will sell a **casket** for \$995, contrasted with the same model at a funeral parlor at a price of \$1,895, a savings of \$900. On the higher end, a \$3,495 **casket** from Direct **Casket** compares with the same model at a funeral home for \$7,095.

"Funeral homes have...

... bereaved families. At grief-stricken, emotional moments, people have been led to expensive decisions about **caskets**. Our successful results in New York and California demonstrate that women and men respond positively ...

...a trust account held by Citibank in the buyer's name for 100% of the **casket** price. Direct **Casket** guarantees delivery, within 24 hours notice, to any designated **funeral** home in the continental United States. All **caskets** are stored in one of the company's fully insured warehouses in New York. Information is available by calling 800-73-**CASKET** or through the company's **web** site -- www.directcasket.com -- which is linked to other organizations concerned with all aspects of **funeral arrangements**.

Direct **Casket** was formed by Gray in 1996, following a ruling by the Federal Trade Commission prohibiting funeral parlors from charging additional fees or surcharges to consumers for handling a **casket** purchased outside the funeral home. The company now has three stores in New York and...

7/3,K/9

DIALOG(R)File 20:Dialog Global Reporter
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03466535

Odd Lots

DAVID AKIN

FINANCIAL POST, p15

November 17, 1998

JOURNAL CODE: FFP LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 196

E-Cremation - If your Dutch uncle dies but you can't afford the **plane** fare to Rotterdam, you can still participate in the cremation **funeral** - via the **Internet**. An enterprising Dutch firm, Uitvaart.nl, is offering to broadcast cremation ceremonies for the benefit...

... time a camera crew will follow a simulated farewell ceremony from the entry of the **coffin** into the hall to its descent into the cremation area. Uitvaart (www.uitvaart.nl/uitvaart.html) promises to protect the privacy of the event from general public **Web** surfers by allowing the family of the deceased to issue a username and password to...

... codes to see the event. Those who wish to participate as viewers in these virtual **funerals** will require version 3.0 or higher of Navigator or **Internet Explorer** and will need the RealPlayer installed on their computers.

7/3,K/10

DIALOG(R)File 20:Dialog Global Reporter
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01745980 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Direct Casket Will Open Second New York Store On Thursday, May
BUSINESS WIRE
May 27, 1998 9:30
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 565

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Direct **Casket**, the company which successfully pioneered the concept of purchasing **caskets** directly from a **casket** company rather than through a **funeral** home, will open its second retail outlet in New York City on Thursday, May 28, at 2017 Flatbush Avenue, Brooklyn. The company opened an initial **casket** store in Astoria in January, 1997, following the successful launch of five stores in California. Direct **Casket** offers cost savings of 50 percent to 75 percent below standard **funeral** home prices. The company was formed following a ruling by the Federal Trade Commission prohibiting **funeral** parlors from charging additional fees or surcharges to consumers for **handling** a **casket** purchased outside the **funeral** home. To help customers reduce the high cost of **funerals**, which in the last five years has grown three times faster than the consumer price index, Direct **Casket** will also provide information and assistance about planning alternative **funeral arrangements**, said Ray Silvas, president of the company. "Despite actions by the Federal Trade Commission, we..."

... are most vulnerable. In recent years, the growth of conglomerates, buying up hundreds of local **funeral** homes, has lessened competition, resulting in substantially higher prices to the consumer," Silvas stated. The average **funeral** in New York costs over \$5,000 with the average **casket** costing over \$2,500, the largest single expense. "Funeral homes for years have been able to exploit a monopoly over death care services because..."

... bereaved families. At grief-stricken, emotional moments, people have been led to expensive decisions about **caskets**. Our successful results in California and, here in Queens, demonstrate that consumers will respond positively...

... trust account held by Citibank in the buyer's name for 100 percent of

the **casket** price. Direct **Casket** guarantees delivery, within 24 hours notice, to any designated **funeral** home in the continental United States. All **caskets** are stored in one of the company's fully insured warehouses in New York. Information is available by calling 800-73-**CASKET** or through the company's **web** site at www.directcasket.com, which is linked to other organizations concerned with all aspects of **funeral arrangements**. **Caskets** are available in more than 40 styles in metal, hardwood and cloth cover. Prices range...

...3,495, with average prices in the \$795 to \$1,295 range. Comparing prices with **funeral** home charge, Silvas said Direct **Casket** will sell a **casket** for \$795, contrasted with the same model at a **funeral** parlor at a price of \$1,995, a savings of \$1,200. On the higher end, a \$3,495 **casket0** from Direct **Casket** compares with the same model at a **funeral** home for \$10,000 and, in some instances, as high as \$30,000. "A major...

... our effort is educating consumers about the benefits of pre-planning their purchases of a **casket**, just as they **plan** a will. We enable the customer to make informed decisions in anticipation of their most...

7/3,K/11

DIALOG(R)File 20:Dialog Global Reporter
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01634257 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Richard Lamb Opens Funeral Service and Resource Center
PR NEWSWIRE
May 13, 1998 9:21
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 489

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... Ogden in Westmont, RLFS is a family-owned, independent company offering a full range of **funeral** and cremation services and products as well as **flowers**, sympathy cards, books, a **web** site for planning and an ongoing series of seminars. The consumer-friendly resource center is designed to give individuals information to help them **plan** a **funeral** along with cost-effective options.

What RLSF will not have is wakes. RLSF staff will...

...son have increased awareness of the options."

"Visitors to the RLFS center can choose **caskets**, **urns**, markers or monuments -- and view a full price list of products and services," says Lamb...

Set Items Description
S1 6848936 PLAN? OR ARRANG? OR GUID??? OR SCHEDUL? OR ORGANIZ??? OR -
 ORGANIS??? OR HANDL? OR MANAG???
S2 38359 FUNERAL? ? OR BURIAL? ? OR MEMORIAL()SERVICE? OR INTERMENT?
 ?
S3 3664935 COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED
 OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR -
 ONLINE OR INTERNET OR WEB
S4 7137 S1(7N)S2
S5 163 S4(S)S3
S6 75767 FUNERAL()PRODUCT? ? OR CASKET? ? OR COFFIN? ? OR URN OR UR-
 NS OR HEADSTONE? ? OR GRAVESTONE? ? OR TOMBSTONE? ? OR (HEAD -
 OR GRAVE OR TOMB OR MEMORIAL)()STONE? ? OR FLOWER? ?
S7 67 S5(4S)S6
S8 41 S7 FROM 15,610,810,476,813,634,624
S9 11 S8 NOT PY>1999
S10 11 RD (unique items)
S11 1217731 S3(2N) (CATALOG? ? OR CATALOGUE? ? OR DIRECTOR??? OR PAGE) -
 OR DATABASE? OR DATABANK? OR DATA() (BASE OR BASES OR BANK? ? -
 OR SYSTEM? OR NETWORK? ? OR FILE? ?) OR WEBPAGE? OR WEBSITE?
S12 1177 S11(S)S6
S13 18 S12(4S)S4
S14 18 RD (unique items)
File 15:ABI/Inform(R) 1971-2006/May 05
 (c) 2006 ProQuest Info&Learning
File 610:Business Wire 1999-2006/May 05
 (c) 2006 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
File 476:Financial Times Fulltext 1982-2006/May 06
 (c) 2006 Financial Times Ltd
File 613:PR Newswire 1999-2006/May 05
 (c) 2006 PR Newswire Association Inc
File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2006/May 04
 (c) 2006 San Jose Mercury News
File 624:McGraw-Hill Publications 1985-2006/May 05
 (c) 2006 McGraw-Hill Co. Inc

14/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

02570428 327162821
Breathing life into the funeral market
Harrington, David E
Regulation v26n1 PP: 14 Spring 2003
ISSN: 0147-0590 JRNL CODE: RGO
WORD COUNT: 3643

...TEXT: companies are free riding on the service provided by funeral directors. If consumers then use **funeral** homes offering the lowest price for **handling funerals** - ones that do not help consumers choose caskets - the original funeral homes will not be...

...ways. When consumers come into funeral homes with pictures of caskets they found on the **Internet**, funeral **directors** are free riding on the services of the Internet **casket** companies when they reach for their **casket** catalogues rather than guiding consumers to their **casket** display rooms. For example, it is hard to imagine that many funeral homes would display humorous **caskets** like WhiteLight's "Return to Sender" model, but most would be willing to sell them from catalogues. It is unlikely that those humorous **caskets** would have found their niche without Internet **casket** companies that could reach the small number of people interested in them.

CONCLUSION

State funeral...

14/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

02244462 84987685
From funeral to christening: OPAC rites of passage
Goolsby, Mary Koehler; Schuetz, Carol L; J, Phillip
Bottom Line v13n1 PP: 34-60 2000
ISSN: 0888-045X JRNL CODE: BTTL
WORD COUNT: 1762

...TEXT: interrelated celebrations, or rites of passage, for the OPAC migration. Once assembled, the first committee **planned** a "funeral" to lay to rest the old OPAC. The committee especially wished to honor the past
...

...morale and camaraderie;

- to further staff pride in the libraries.

The funeral for the old **online catalog**, BayLIS (Baylor Library Information System), provided a unique avenue to honor the hard work of...

...The committee wanted an event that was more a celebration than a dirge, and thus **planned** a jazzy New Orleans-style **funeral**. Pallbearers carried an old OPAC terminal in a special **coffin** through the libraries followed by a Dixieland band playing, "When the Saints Go Marching In..."

...with hindsight, the committee wished that it had videotaped it.

The christening

Immediately after the **funeral**, the second committee began **planning** a "christening" to introduce the new online catalog, which it named BearCat, in honor of...

14/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01633909 02-84898
Making Arrangements
Turner, Rob
Money v27n6 PP: 149-151 Jun 1998
ISSN: 0149-4953 JRNL CODE: MON
WORD COUNT: 1283

...TEXT: narrow the field, I got a sense of the pros and cons for the online **flower** shopper. On the plus side, online service charges generally undercut those of phone orders (though not by much-usually \$2 to \$4). Also, the sites let you browse **online catalogues** with pictures, a godsend for floral illiterates. Finally, if you're like me, there's...

...bouquets we got, it was panned by our informal panel as cheaper looking, with a "funeral -like" **arrangement**. A few (male) panelists defended it on the basis of sheer flower volume.

The delivery...

14/3,K/4 (Item 4 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01538905 01-89893
Casket catalog alive and kicking
Dowling, Melissa
Catalog Age v14n12 PP: 18 Nov 1997
ISSN: 0740-3119 JRNL CODE: CTA
WORD COUNT: 379

TEXT: Americans **arrange** more than 2 million **funerals** each year, at a cost of about \$10,000 per funeral. To make the process...

...such as Consumer Casket USA to target consumers instead of businesses.

In two years, Consumer **Casket** USA has expanded from one store to five stores, a catalog and a **Website**. The company plans to open another 50 stores over the next two years through a...

14/3,K/5 (Item 5 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01504247 01-55235
Mourning becomes electric

Schafer, Sarah
Inc. v19n13 (Inc. Technology Supplement) PP: 64-71 Sep 16, 1997
ISSN: 0162-8968 JRNL CODE: INO
WORD COUNT: 3544

...TEXT: meeting," says McDonough.

When he's done collecting personal information, McDonough moves on to the **funeral arrangements**. He types in the family's preferred time and location, and notes that they want...

...limited circumstances, it is now part of all interviews.

TECHNOLOGY HELPS McDonough not only to plan funerals but also to orchestrate them. Consider one funeral taking place immediately after last Fourth of...

...destinations; had it been held somewhere less familiar, the funeral director could have checked his **database** to find out, for example, how long it would take to transport the **casket** to the church and unload it. While the family attends the service, McDonough's employees...year ago, hoping to turn it into a one-stop "death-care center" for people **planning funerals**. The building now includes his retail store and a monument dealer that is operated by...

...retail store, which sells everything from personalized quilts and wind chimes to burial vaults and **caskets**, Panciera owns three funeral homes. All four locations are connected-using the remote-communications software PC Anywhere from Symantec Inc.-to a central file server that runs a customized **database** built in 1985 with a program called DataFlex.

That was the year Panciera began helping...

...needed.

As a result, when Panciera bought the company from his father, in 1993, the **database** contained information on every family the business had served over the past 30 years. That...

...years ago, only she can't remember the name of the priest, the type of **flowers**, or whether the **casket** was cherry or pine. Not only can Panciera look up that information while the customer...

...far Panciera has relegated technology to the background of his business, but he doesn't **plan** to keep it there for long. The **funeral** director, who quotes WalMart statistics in nearly every sentence, is already preparing for what he...

...s how Panciera expects the new, tech-enhanced sales process to work. Customers seeking to **arrange** a **funeral** will be led to a kiosk by an employee, who will guide them through a...

14/3,K/6 (Item 6 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01503547 01-54535
Funeral provider comes to bury Unix, praise NT
Di Dio, Laura

Computerworld v31n37 PP: 55, 57 Sep 15, 1997
ISSN: 0010-4841 JRNL CODE: COW
WORD COUNT: 535

...TEXT: CAFE) and the Key Information for Sales (KIS).

CAFE and KIS also let Stewart customers **plan** the details of their own **funerals**. About 35% of Stewart's U.S. customers prearrange and pay for their funerals.

For example, a customer can specify all the arrangements, including the type of **coffin** and service, complete with prayer cards and hymns, cremation or burial. "All the family has to do is come to us, and we access the CAFE **database**; we take care of everything," Alfonso said. "And we can give them a copy of..."

...the exact specifications." The applications also generate the myriad forms and provide details on specialized **arrangements** such as veteran's death benefits and **funeral** traditions.

"The system lets us do cash advances to outside parties such as florists, so..."

14/3,K/7 (Item 7 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01489536 01-40524
The final payment
Harris, Marlys
Money v26n9 PP: 86-92 Sep 1997
ISSN: 0149-4953 JRNL CODE: MON
WORD COUNT: 2500

...TEXT: 15 million or more.

Traditionally, memorial societies have been able to help members avoid high **funeral** costs by **arranging** discounts with local mortuaries. (To find out if there's a memorial society near you, check the **Website**, <http://www.funerals.org/famsa>, or call 800-765-0107). As corporations have bought up...

...funeral director insisted that environmental laws require families who cremate their deceased to buy an **urn** vault to inter the ashes. (They don't.) Naturally, the funeral director just happened to have an **urn** vault in stock for \$495, a 600% markup.

Here's what you can do:

* Don...

...and can ship anywhere in the continental U.S. within 24 hours. The FTC bars **funeral** directors from charging fees to **handle** outside caskets; however, they may try to discourage you by requiring someone from the family...

14/3,K/8 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire

(c) 2006 Business Wire. All rts. reserv.

00840925 20030123023B9456 (USE FORMAT 7 FOR FULLTEXT)

New State Veterans Cemetery One Step Closer to Completion

Business Wire

Thursday, January 23, 2003 19:37 EST

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWswire

WORD COUNT: 445

...Department of Veterans Affairs (USDVA) will pay for interment costs for eligible veterans, inclusive of **headstones**, but all other costs associated with burials, such as funeral expenses, will be the responsibility...

...the veteran or veteran's family. Funeral homes will be able to assist with these **arrangements**. For a complete description of **burial** benefits offered to veterans, please refer to the USDVA **website** at www.cem.va.gov or call 800/827-1000. The Northern California State Veterans...

14/3,K/9 (Item 2 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2006 Business Wire. All rts. reserv.

00297958 20000608160B9130 (USE FORMAT 7 FOR FULLTEXT)

Grand Opening June 15, 2000; Funeral Merchandise Opens New Store in Citrus Heights

Business Wire

Thursday, June 8, 2000 21:21 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWswire

WORD COUNT: 993

...provide their services in two ways. First, they eliminate the exorbitant high mark up on **funeral** products as opposed to mortuaries. Second, they **guide** the vulnerable consumer through the **funeral** maze, at the most difficult and painful time, thus allowing them to make intelligent, sensible...

...the 1994 Federal Trade Commission which states that it is illegal for mortuaries to add **handling** charges for **funeral** related products purchased outside the mortuary. This ruling opened an avenue for consumers to purchase...

...from the comfort of in front of their computer by accessing the Funeral Merchandise(R) **web page** located at www.funeralmerchandise.com whereby clients order **caskets** online from across the country. Funeral Merchandise(R) then delivers the requested **casket** of choice overnight to the mortuary of their choice nationally, still

saving consumers thousands of...

14/3,K/10 (Item 3 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00182498 20000131031B1186 (USE FORMAT 7 FOR FULLTEXT)
(HVDC) Shareholders Approve Procept and Heaven's Door Merger New Entity Named HeavenlyDoor.com, Inc.
Business Wire
Monday, January 31, 2000 08:12 EST
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWswire
WORD COUNT: 1,161

...for senior citizens in such areas as religion, life care/assisted living, and financial/estate **planning** ."

HeavenlyDoor.com

The U.S. **funeral** industry is large and fragmented with more than \$30 billion in revenues in 1999 according...

...by several industry analysts. The worldwide market is likely substantially larger. In addition, the pre- **planning** of **funerals** has grown significantly. More Americans are making their final resting plans ahead of time to...

...have, and valuable business-to-business connectivity within their industry."

Visitors to the HeavenlyDoor.com **website** will find a comprehensive funeral home search capability, interactive online obituaries and tributes, virtual visits to a loved one's resting place, various e-commerce features including sympathy gifts, **flowers**, and cards, and detailed information concerning **funerals** and related topics. HeavenlyDoor.com **plans** to offer additional features including a bereavement chat room, grief and religious counseling, memorials for...

...resource center for all funeral-related topics. Various business-to-business services are also being **planned** for the benefit of the **funeral** home. The HVDC revenue model is multi-faceted and includes subscription fees from funeral homes...

...the funeral industry as well. HVDC is currently exploring expansion into the European and Asian **funeral** markets and is developing **plans** for a related website focused on religion. As HVDC grows, it plans to expand its...

14/3,K/11 (Item 1 from file: 613)
DIALOG(R)File 613:PR Newswire
(c) 2006 PR Newswire Association Inc. All rts. reserv.

01076101 20031124CHM008 (USE FORMAT 7 FOR FULLTEXT)
Prairie Style Cremation Containers
PR Newswire

Monday, November 24, 2003 13:53 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWswire
WORD COUNT: 724

TEXT:

...the factory required to produce them is approximately 20% of the size of a traditional **casket** operation." Yet, for families and funeral service providers, the real breakthrough is the simple, affordable...

...container is a free Cremation Arrangement Guide. (Anyone can download a copy by visiting Starmark **Funeral Products website** at www.starmarkfp.com) Davis says, "Families have choices to make. Do they want a gathering and, if so, what size and scope? They need to select a **casket** or alternative container for services, safe transportation, and the cremation process. Also an **urn** should be selected to hold the cremated remains. And the family should consider the benefits..."

...a checklist to help the family understand their options and communicate their wishes to the **funeral provider.**"

As an added touch, the Cremation **Arrangement** Guide also includes Remembrance Cards to be used by family members, friends and associates to ...

...into standard photo albums.

Vandor Corporation manufacturers and markets Prairie Style containers through Starmark(TM) **Funeral Products** brand. Davis says, "We believe that anyone who has selected the cremation alternative will appreciate..."

...Style containers."

You can learn more about Prairie Style Alternative Cremation Containers on the Starmark **website** www.starmarkfp.com.

14/3,K/12 (Item 2 from file: 613)
DIALOG(R) File 613:PR Newswire
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00940625 20030226LAW120 (USE FORMAT 7 FOR FULLTEXT)
'Discounter' Battles Industry Resentment, Family Shame
PR Newswire
Wednesday, February 26, 2003 19:58 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWswire
WORD COUNT: 281

TEXT:

...thoughts that often weigh on the minds of adult children as they sit in a **funeral** director's office, **planning** services for a deceased parent.

"And some traditional funeral directors," take advantage of those emotions...

...don't know of any others."

Ron Hreha is available to talk about the "discount **casket** business" for consumer-related/business/human interest features. He can also provide a "tip list" for those who want to do their families a financial favor by **planning** a low-expense but dignified **funeral**. Contact him at 320-229-1730 or (cell) 320-267-5812. He can also be reached through the company **website** at: <http://www.qualitydiscountcaskets.com>

14/3,K/13 (Item 3 from file: 613)
DIALOG(R) File 613:PR Newswire
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00745283 20020409FLTU016 (USE FORMAT 7 FOR FULLTEXT)
Anderson-McQueen Funeral Homes Marks 50th Year
PR Newswire
Tuesday, April 9, 2002 11:40 EDT
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 867

TEXT:

...who lived next door to the business, to more than 50 employees today. The company **handled funeral arrangements** for 1,136 families during the calendar year 2001.

"Cremation has grown dramatically in popularity..."

...as a retail store, it offers "direct to the public" all types of funeral merchandise -- **caskets**, vaults, **urns** and markers. However, as a licensed **funeral** establishment, it **handles burial** and cremation services with Structured Value Package Offerings.

Also in the late 1990's, the company launched an innovative **website** which was the first comprehensive, interactive funeral home **website** in Florida. By going to Anderson-McQueen's **website**, individuals can make complete **funeral arrangements** on-line, view obituaries and sign a guestbook with a condolence message, find funeral service information and directions to the ceremonies, purchase floral **arrangements** and more.

Anderson-McQueen **Funeral** Homes is headquartered in St. Petersburg, FL. It owns and operates four Pinellas County Chapels...

...looking for an alternative to the traditional funeral home. For more information, please visit our **website** at www.AndersonMcQueen.com.

Tell Us What You Think -- Click Here

<http://tbutton.prnewswire.com...>

14/3,K/14 (Item 4 from file: 613)
DIALOG(R)File 613:PR Newswire
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00722583 20020222CLF001 (USE FORMAT 7 FOR FULLTEXT)
Funeralplan.com Rated Most Helpful Funeral Plan Website
PR Newswire
Friday, February 22, 2002 07:00 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 484

TEXT:
Funeralplan.com is the most popular
and helpful online resource for **funeral planning**, according to Direct
Hit's
patented Internet Popularity Engine(TM). The technology ranks **websites**
based
on the number of Internet users who delve into the site's content following
a
Web search for a specific topic.

Funeralplan.com, a free resource sponsored by Aurora **Casket** Company,
features more than 500 articles on **funeral planning** and financing,
grief
support, memorialization and related topics. The most comprehensive
consumer
resource for information on **funeral planning** and grief support, the
site also
features:

- * A **Funeral Home Locator Guide** that helps users find family-owned
funeral
homes according to U.S. city or ZIP code.
- * An Ask the Experts area where visitors can inquire about specific
funeral planning situations or concerns.
- * Free online obituaries, created by visitors to the site.
- * A free Online **Funeral Planning Guide** that allows users to think
through
and document **funeral planning** decisions.

14/3,K/15 (Item 5 from file: 613)
DIALOG(R)File 613:PR Newswire
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00679818 20011121CLW002 (USE FORMAT 7 FOR FULLTEXT)
Aurora Casket Ranked Among Top U.S. E-Business Companies
PR Newswire
Wednesday, November 21, 2001 05:00 EST
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 365

TEXT:
...in our
bottom line. Because more and more people are embracing the concept of
online

funeral planning, we expect to see consistent growth."

Aurora Casket Company launched its technology initiative in 1998...

...establishing itself as the
industry leader in technology driven e-business enterprise.

Beyond its own **website** (www.auroracasket.com), Aurora has developed:

* Family Advisor: A state-of-the-art funeral **arrangement** system used by

funeral directors to help families **plan** **funerals** and **memorial services**.

Family Advisor includes a virtual selection room for **caskets** and other

personalized memorial products.

* Funeralplan.com: The most comprehensive **funeral planning website** available, providing more than 500 pages of information for consumers.

* Web Templates: User-friendly tools funeral homes can use to set up and

configure effective **websites** on their own in a matter of hours.

* Family Connections: An extranet for funeral homes that provides online

ordering as well as e-business consultation.

* Memorial-markers.com: A **website** where funeral directors can design and

order memorials markers for their client families.

14/3,K/16 (Item 6 from file: 613)

DIALOG(R)File 613:PR Newswire

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00679595 20011120HSTU019 (USE FORMAT 7 FOR FULLTEXT)

S-BS 12:13 Saving Money By Added Knowledge, A Casket Store

PR Newswire

Tuesday, November 20, 2001 14:32 EST

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 470

TEXT:

...a house or medicine.

However, learn one more tip here. Meet A Team Master's **Casket** store, a retailer doing business in **funeral products**, throughout the USA. Okay, some consumers enjoy shopping, and this routine is not fun shopping...

...The Federal Trade Commission (FTC) promotes an individual needs to be informed, and devotes a **website** on the subject at <http://www.ftc.gov/bcp/conline/pubs/services/funeral.htm>. The FTC also will send you a pamphlet on: **Funerals**, a Consumers **Guide**. Brown says, "Keep your hard earned dollars in your pocket. No one will know how..."

...at a time like this, when you positively need it the most, for USA quality **caskets**,

vaults or **headstones** , unless you tell them!"

CONTACT: Betty Brown, CEO of A Team Master's Casket Store...

14/3,K/17 (Item 7 from file: 613)

DIALOG(R)File 613:PR Newswire
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00481197 20001218HSM024 (USE FORMAT 7 FOR FULLTEXT)

Arrangeonline.Com Offers Access to Family And Genealogy Information And Obituary Database Through Alliance with America Online And Digital City

PR Newswire

Monday, December 18, 2000 08:59 EST

JOURNAL CODE: PR NEWSWIRE, INTERACTIVE CONNECTION LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 685

...to list local deaths on more than 200 local Digital City sites.

The co-branded **websites** will offer an Obituary Alert feature that enables people to register to be notified by...

...an obituary fitting their selected criteria is published on Arrangeonline.com. People can also send **flowers** and condolences to family and friends or create their own memorial tributes. Other information available...

...directions to funeral homes, services and cemeteries, a directory of the nation's 22,000 **funeral** homes and guidance for **planning** a **funeral**.

Arrangeonline .com is a subsidiary of Jonesboro, Ark.-based Continental Computer Corporation, maker of the leading software for **managing funerals** and **funeral** homes. Fullington said 43 percent of the 2.4 million deaths in the United States this year will be **handled** by **funeral** homes using Continental's premier software product, The Director's Assistant for Windows.

The tie...

...funeral homes nationwide and dominates its niche with about 80 percent of the market for **funeral** home management software.

SOURCE **Arrangeonline** .com

CONTACT: Press: Michael Putzel of Arrangeonline.com, 202-835-0203, or cell: 202-270...

14/3,K/18 (Item 8 from file: 613)

DIALOG(R)File 613:PR Newswire
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00474128 20001206CLW001 (USE FORMAT 7 FOR FULLTEXT)

Aurora Casket Company Introduces Online Funeral Information

PR Newswire

Wednesday, December 6, 2000 07:03 EST

JOURNAL CODE: PR NEWSWIRE, INTERACTIVE CONNECTION LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 400

TEXT:

Aurora Casket Company today announced funeralplan.com, a consumer education and information website designed to **guide** consumers through the **funeral planning** process.

Funeralplan.com covers a broad spectrum of funeral-related topics, with over 350 articles covering issues ranging from **memorial service planning**, grief support, and free online obituaries to products, services and pre- **planning**. It also features the **Funeral Home Locator**, a **guide** that helps consumers locate family-owned **funeral** homes across the United States.

An interactive "Ask the Experts" section provides authoritative advice on issues related to **funeral planning** and grief support. The panel is staffed by licensed professional funeral directors and grief support...

"This site is designed for all consumers -- whether they have experienced a loss and are **planning** a **funeral** now or are pre- **planning arrangements** for themselves or their loved ones," says Barrott. "Most people have little or no experience **planning** a **funeral**, and the decisions and details can be overwhelming. Funeralplan.com answers questions, illustrates options and..."

...help consumers understand the decisions they need to make, the site offers a free online **Funeral Planning Personal Preparation Guide**, which covers the **planning** process step by step. The guide includes a planning form that can be completed and...

...papers, or e-mailed directly to the funeral home of the user's choice.

"The **website** provides comprehensive information about the many options people have for funerals, memorials, **caskets**, **urns**, disposition of ashes, obituaries and more," says Barrott. "If you can't find the information..."

Set Items Description
S1 6848936 PLAN? OR ARRANG? OR GUID??? OR SCHEDUL? OR ORGANIZ??? OR -
 ORGANIS??? OR HANDL? OR MANAG???
S2 38359 FUNERAL? ? OR BURIAL? ? OR MEMORIAL()SERVICE? OR INTERMENT?
 ?
S3 3664935 COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED
 OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR -
 ONLINE OR INTERNET OR WEB
S4 7137 S1(7N)S2
S5 163 S4(S)S3
S6 75767 FUNERAL()PRODUCT? ? OR CASKET? ? OR COFFIN? ? OR URN OR UR-
 NS OR HEADSTONE? ? OR GRAVESTONE? ? OR TOMBSTONE? ? OR (HEAD -
 OR GRAVE OR TOMB OR MEMORIAL) ()STONE? ? OR FLOWER? ?
S7 67 S5(4S)S6
S8 41 S7 FROM 15,610,810,476,813,634,624
S9 11 S8 NOT PY>1999
S10 11 RD (unique items)
File 15:ABI/Inform(R) 1971-2006/May 05
 (c) 2006 ProQuest Info&Learning
File 610:Business Wire 1999-2006/May 05
 (c) 2006 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
File 476:Financial Times Fulltext 1982-2006/May 06
 (c) 2006 Financial Times Ltd
File 613:PR Newswire 1999-2006/May 05
 (c) 2006 PR Newswire Association Inc
File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc
File 634:San Jose Mercury Jun 1985-2006/May 04
 (c) 2006 San Jose Mercury News
File 624:McGraw-Hill Publications 1985-2006/May 05
 (c) 2006 McGraw-Hill Co. Inc

10/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01963369 46781587
Happy deathday!
Ebenkamp, Becky
Brandweek v40n44 PP: 26 Nov 22, 1999
ISSN: 1064-4318 JRNL CODE: IADW
WORD COUNT: 570

...TEXT: too. Consumers are seeking creative alternatives to the standard options, whether that involves buying a **casket online**, choosing cremation or **planning personalized funerals** with themes that rival a kiddie birthday party. Young & Rubicam's Brand Futures Group, New York, has observed these "deathstyle"trends.

Going-Away Parties: Customized **coffins** by companies like Art **Caskets** (Out of the Box, March 1) are a natural choice for themed funeral services,such...

...poses a financial threat to funeral-home directors, who can reap half their profits from **casket** sales. Both sides have stated their cases to the FTC, which may issue new funeral...

10/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2006 ProQuest Info&Learning. All rts. reserv.

01307079 99-56475
A fine and private place
Koprowski, Gene
American Demographics Tools Supplement PP: 34-35+ Oct 1996
ISSN: 0163-4089 JRNL CODE: ADE
WORD COUNT: 610

...TEXT: selfish, and uncaring. The level of coercion rises highest when it comes to choosing a **casket** or **urn**-as the sole sales representative of the **casket** companies, the mortician is inclined to press the bereaved into paying thousands for silk linings and walnut inlays, even if the **coffin** and its occupant are to be cremated the next day.

Is this strategy appropriate? The Batesville **Casket** Company, of Batesville, Indiana, thinks not. The company has adopted a unique marketing strategy using...

...The site offers value-added services to grief-stricken visitors: in addition to information on **caskets**, **urns**, and keepsakes, there is a section of the site that deals with death-related decision...
...for visitor feedback.

"Thanks to the World Wide Web, we can place helpful information on **funeral planning** and grief management at the fingertips of literally millions of people," says Batesville CEO David J. Hirt. "The **Web** site carefully walks consumers through the various steps of planning, whether it is at-need...

...but is presented with subtlety; the company simply describes its protective metal and hardwood burial **caskets**, its cremation **urns**, and support services.

What's more, the site offers tips on dealing with a funeral...

10/3,K/3 (Item 1 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00103905 19990915258B1088 (USE FORMAT 7 FOR FULLTEXT)
Procept, Inc. Announces New Internet Business Strategy
Business Wire
Wednesday, September 15, 1999 08:15 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWswire
WORD COUNT: 1,387

...for the funeral arrangement process, pre-need planning, etc.

--Website design, development and support: Custom web presence for funeral homes, e-mail account set-up, on-line funeral service scheduling, e-commerce set-up, and registration with major search engines.

--On-line obituaries and testimonials...

...life of loved ones or commemorate anniversaries and special holidays.

--E-commerce: Provides access to flowers, gifts, cards, books etc.
Terms of the Transaction

As currently contemplated, Procept will reserve the...

10/3,K/4 (Item 2 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00085741 19990805217B1054 (USE FORMAT 7 FOR FULLTEXT)
The York Group, Inc. Reports 1999 Second Quarter and Six Months Results; Board Declares Quarterly Dividend
Business Wire
Thursday, August 5, 1999 07:19 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWswire
WORD COUNT: 1,308

TEXT:

...of
1998, second quarter revenues were down 17.3%, which principally reflects the loss of casket sales to Service Corporation International (SCI) in 1999, partially offset by an increase in sales to independent funeral home owners. A similar decrease in casket sales also occurred in the first quarter, however, this impact was almost totally offset by...

...Bronze are part of the overall performance comparisons against the previous year.

The Company's Casket Segment produced sales in the second quarter of 1999 of \$35.3 million compared to...

...essentially unchanged when compared to
the 1998 quarter.

Second quarter 1999 operating income for the **Casket** Segment
declined to \$5.7 million from \$8.1 million in the comparable period in...

...Merchandising System. This
merchandising system, created to support the independent funeral home
owner in merchandising **caskets** and other funeral goods, has been
highly successful. New YMS installations continue at record pace...
adequately complete "Y2K" preparation efforts. "Y2K" refers to the
inability of some computer programs and **computer - based** microprocessors
to correctly interpret the century from a date in which the year is
represented...

...offers death care professionals the broadest
range of wood, metal, cloth-covered, orthodox and cremation **caskets**,
metal vaults, and bronze memorialization and commemorative products of
all industry suppliers. The York Group...

...home merchandising products and services business, markets
insurance and trust-based funding products for advance **funeral**
planning insurance, and provides architectural and interior design
services for the death care industry.

*T

10/3,K/5 (Item 3 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00077021 19990720201B1782 (USE FORMAT 7 FOR FULLTEXT)
John F. Kennedy Jr. and Carolyn Bessette Kennedy Memorialized by
PLAN4ever.com
Business Wire
Tuesday, July 20, 1999 07:59 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
DOCUMENT TYPE: NEWswire
WORD COUNT: 235

PLAN4ever .com is a **funeral planning web** -site based in Los Angeles
offering comprehensive pre-planning, memorialization, and condolence
services. Some of the products and services available through
PLAN4ever.com include books on coping with death, **urns**, **online** legal
documents, sympathy cards, **flowers**, donation services, and a mortuary
finder search engine.

Copyright (C) 1999 Business Wire. All rights...

10/3,K/6 (Item 4 from file: 610)
DIALOG(R)File 610:Business Wire
(c) 2006 Business Wire. All rts. reserv.

00053539 19990603154B1083 (USE FORMAT 7 FOR FULLTEXT)
Preparing for the Sweet Hereafter With PLAN4ever.com
Business Wire
Thursday, June 3, 1999 08:31 EDT
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE
WORD COUNT: 481

...way it has
been for generations...until now.

Introducing PLAN4ever.com, a Los Angeles-based **Internet** service that will change the **funeral** industry. **PLAN4ever** puts the consumer in control, making preparations easy by saving valuable time and money. The...

...issues - Last Wishes - A free form notifies loved ones of your last

wishes. Funeral Services - **Urns** and Monuments - The largest selection and best prices online - Mortuary Finder - A search engine locates...

10/3,K/7 (Item 1 from file: 813)
DIALOG(R)File 813:PR Newswire
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1432213 DCW036
New Web Site Can Save Consumers Thousands on Funerals

DATE: March 3, 1999 14:05 EST WORD COUNT: 419

...with death -- the other of life's certainties -- until now.

Starting this week, consumers can **arrange** a loved one's **funeral** via the **Internet**, thanks to Eulogy International, a Virginia-based firm specializing in helping people cut the high...

...one."

"There are many options to be considered regarding funeral expenses," Yost explained, "everything from **caskets** and hearses to **flowers** and guest registers, and some of those items are marked up unconscionably.

"But by bringing...

10/3,K/8 (Item 2 from file: 813)
DIALOG(R)File 813:PR Newswire
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1404325 CGTH047
Richard Lamb Funeral Service and Resource Center Offers Creative Choices in Memorials -- even The Natural Urn

DATE: January 14, 1999 15:37 EST WORD COUNT: 232

...Richard Lamb Funeral Service and Resource Center.

Among the innovative products offered is The Natural **Urn** (TM), an environmentally safe alternative for scattering or burying cremated remains. The dissolvable **urn** is crafted entirely of natural clay. When placed in water, it will dissolve within 15...

... company offering a full range of funeral and cremation services and products as well as **flowers**, cards, books, a **web** site for planning and an ongoing series of seminars. The resource center is designed to give consumers information to help them **plan** a **funeral** along with cost-effective options.

"We offer the widest selection of memorial merchandise in the Chicagoland area," said Richard Lamb. Markers, **urns** and memorial jewelry are among the products available in January at sale prices.

For more...

10/3,K/9 (Item 3 from file: 813)
DIALOG(R)File 813:PR Newswire
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1276534 CGW012
Richard Lamb Opens Funeral Service and Resource Center

DATE: May 13, 1998 09:05 EDT WORD COUNT: 497

... company offering a full range of funeral and cremation services and products as well as **flowers**, sympathy cards, books, a **web** site for planning and an ongoing series of seminars. The consumer-friendly resource center is designed to give individuals information to help them **plan** a **funeral** along with cost-effective options.

What RLSF will not have is wakes. RLSF staff will...

...s son have increased awareness of the options."

"Visitors to the RLFS center can choose **caskets**, **urns**, markers or monuments -- and view a full price list of products and services," says Lamb...

10/3,K/10 (Item 4 from file: 813)
DIALOG(R)File 813:PR Newswire
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1178296 PHF032
'Shop 'Til You Drop!'; National Casket Franchisor Opens Model Flagship Store

DATE: October 31, 1997 16:00 EST WORD COUNT: 554

... other funeral related merchandise directly to consumers for prices significantly lower than funeral homes.

Consumer **Casket USA(TM)**, Inc. is the brainchild of Erie native Jim St. George, who serves as the company's CEO and President. "The Consumer **Casket USA(TM)** Flagship Store is our most important store because it sets the standards that..."

... franchisees should follow. Management, customer relations, marketing, and the general look and feel of Consumer **Casket USA(TM)** is developed and refined here in Erie," says St. George.

"Inside and out, Consumer **Casket USA(TM)** is one hundred percent

retail. We told our architects that we wanted to...
... of the new Erie store comes on the heels of another recent grand opening. Consumer **Casket** USA(TM), Louisville, KY officially opened their doors last Saturday. "In Louisville last weekend a customer said to me, 'If it weren't for the **casket** displays I'd swear I was standing in a Structure(R) clothing store.' Basically, our...

... find in shopping malls throughout America. The only difference is that we happen to sell **funeral products** making us rather unique," says St. George.

The Flagship store will also serve as a national training facility for Consumer **Casket** USA(TM) store owners. "A portion of the training we provide our store owners include..."

...model environment in which to train," concludes St. George.

In addition to their stores, Consumer **Casket** USA(TM) sells merchandise over the **Internet** (www.consumercasket.com), and by direct mail through attractive full color merchandise catalogs (1-888-480-9675). Last month, Consumer **Casket** USA(TM), Inc. launched a comprehensive **funeral insurance** product called **Plan4** (TM) (www.plan4.com).

A 1994 Federal Trade Commission decision, "The Funeral Rule", has helped to launch Consumer **Casket** USA(TM). The FTC ruling restricts funeral homes from refusing to accept funeral merchandise purchased...

... disclose complete and accurate price lists upon consumer request. While not required by law, Consumer **Casket** USA(TM) voluntarily adheres to the FTC ruling.

Other Consumer **Casket** USA(TM) locations include N. Kingsville, Ohio; Woodbridge, New Jersey; and Memphis, Tennessee. Another 50 franchise stores have been contracted across the country's mid-section. Consumer **Casket** USA, Inc. is projecting more than 101 Consumer **Casket** USA(TM) franchises nationwide by the year 2001.

SOURCE Consumer **Casket** USA, Inc.

10/3,K/11 (Item 5 from file: 813)
DIALOG(R)File 813:PR Newswire
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0965293 CLTU018
BATESVILLE CASKET WEB SITE AIMS TO EDUCATE CONSUMERS ABOUT FUNERAL SERVICES AND PRODUCTS

DATE: June 25, 1996 10:01 EDT WORD COUNT: 687

, June 25 /PRNewswire/ -- Continuing its commitment to supporting the funeral service industry, Batesville **Casket** Company, the leading manufacturer of protective metal and hardwood burial **caskets**, has launched the industry's first major site on the World Wide Web at <http://www.batesville.com>.

Designed by marketing communications firm Hensley Segal Rentschler, the **Web** site aims to educate consumers on funeral services and products. The site also defines and reinforces the vital role **funeral** directors play in the **funeral planning** process. Site visitors can access in-depth information on **funeral planning**, products and services, and browse

through a complete Grief Resource Center featuring a reference library...

...David J. Hirt. "Thanks to the World Wide Web, we can place helpful information on **funeral planning** and grief management at the fingertips of literally millions of people. The **Web** site carefully walks consumers through the various steps of planning, whether at-need or pre-need, and explains the important role that **funeral** directors play in this **planning** process."

Richard A. Segal Jr., managing director of Hensley Segal Rentschler, said the site demonstrates...

...It is an excellent resource for families touched by immediate death, or for those pre- **planning** a funeral. The " **Funeral Products** and Services" section is filled with details and facts about Batesville's many **funeral products** and services. The "Family Grief Assistance Center" section includes Batesville's extensive reference library of...

...interested in business will find the "Company Profile" section helpful. It includes information regarding Batesville **Casket** Company and its holding company, Hillenbrand Industries (NYSE: HB).

The World Wide Web is quickly...
...Americans regularly "surf" the Web and that number grows by the thousands each week.

Batesville **Casket** Company, located in Batesville, Indiana, is the leading manufacturer of protective metal and hardwood burial **caskets**. The company is also a leading provider of cremation **urns**, **caskets** and related support services. Batesville **Casket** serves licensed funeral directors operating licensed funeral homes in North America and selected export markets...

...for five diversified, wholly owned and autonomously managed operating companies. The five subsidiaries include Batesville **Casket** Company, The Forethought Group, Hill-Rom Company, Block Medical and Medeco Security Locks.

Hensley Segal...

Set Items Description
S1 18706761 PLAN? OR ARRANG? OR GUID??? OR SCHEDUL? OR ORGANIZ??? OR -
 ORGANIS??? OR HANDL? OR MANAG???
S2 52216 FUNERAL? ? OR BURIAL? ? OR MEMORIAL()SERVICE? OR INTERMENT?
 ?
S3 9333216 COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED
 OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR -
 ONLINE OR INTERNET OR WEB
S4 5789 S1(5N)S2
S5 359 S4(S)S3
S6 167953 FUNERAL() PRODUCT? ? OR CASKET? ? OR COFFIN? ? OR URN OR UR-
 NS OR HEADSTONE? ? OR GRAVESTONE? ? OR TOMBSTONE? ? OR (HEAD -
 OR GRAVE OR TOMB OR MEMORIAL)()STONE? ? OR FLOWER? ?
S7 153 S5(4S)S6
S8 39 S7 NOT PY>1999
S9 25 RD (unique items)
S10 3741198 S3(2N) (CATALOG? ? OR CATALOGUE? ? OR DIRECTOR??? OR PAGE) -
 OR DATABASE? OR DATABANK? OR DATA() (BASE OR BASES OR BANK? ? -
 OR SYSTEM? OR NETWORK? ? OR FILE? ?) OR WEBPAGE? OR WEBSITE?
S11 2731 S10(S)S6
S12 30 S11(4S)S4
S13 10 S12 NOT PY>1999
S14 8 RD (unique items)
File 9:Business & Industry(R) Jul/1994-2006/May 04
 (c) 2006 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/May 04
 (c) 2006 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 05
 (c) 2006 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2006/May 04
 (c) 2006 The Gale Group
File 16:Gale Group PROMT(R) 1990-2006/May 05
 (c) 2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/May 05
 (c) 2006 The Gale Group

14/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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01041971 Supplier Number: 23616164
Hanwha Store Offers Variety of Services Via On-Line Shopping
(Hanwha Store begins "on-line marketing" by establishing its
"home-shopping" page at 2 PC-based communication networks)
Korea Economic Daily, p N/A
August 23, 1996
DOCUMENT TYPE: Business Newspaper (South Korea)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 103

TEXT:
...networks -- Hitel and Unitel. As well as merchandise offerings, Hanwha's home shopping services encompass **funeral arrangements**, wedding photo opportunities, **flower** delivery services and provide gift-coupon information. Approximately 100 kinds of items are made up...

...after delivery is made, the company said. Furthermore, the company plans to open its home **page** on the **Internet** within this year.

14/3,K/2 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01983026 SUPPLIER NUMBER: 18706854 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Web outbreak. (Web sites on health issues) (includes related article on additional Web sites)(Directory)
White, Ron
PC/Computing, v9, n10, p342(2)
Oct, 1996
DOCUMENT TYPE: Directory ISSN: 0899-1847 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1249 LINE COUNT: 00102

...ABSTRACT: called 'Confronting Cancer Through Art.' The Natural Death Handbook is a site with information about **funeral** preparations and **plans** for building one's own **coffin**. GenBank includes information on DNA and samples of millions of nucleotide sequences. Several sites carry health tips, alternative-medicine information and searchable **databases** of medical abstracts. Other sites deal with Alzheimer's disease, the Ebola virus, and Valley...

14/3,K/3 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
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01436733 Supplier Number: 46786377 (USE FORMAT 7 FOR FULLTEXT)
Funeral professionals to surf Continua's net into future of industry at NFDA Convention, Oct. 19-24.
Business Wire, p10091215
Oct 9, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 513

... the nation, linking into the Internet has become a slower process for many owners and **managers** in the **funeral** industry, whose primary focus is giving personalized service to their client families," explains Al Taylor...

...Taylor continues. "We believe this is the first network built exclusively for funeral professionals."

The **website** at <http://www.continua.net> connects its visitors to an array of industry-related information...

...for independent funeral professionals. For example, just a few of the online services available are **catalogs online**, industry chat rooms, information about industry trends, death statistics, and a compliance and regulatory issues **database**, plus the Continua newsletter, "Ceremonial Services Link," and related sites of interest. Additionally, Aurora **Casket Company** of Aurora, Ind., an independent family-owned **casket** company has placed a limited catalogue on the Ceremonial Services Network, so that, in the near future, funeral professionals may order **caskets** directly online if they so choose.

Taylor emphasizes, "We feel that innovative funeral professionals who ...

14/3,K/4 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

05315607 Supplier Number: 48090716 (USE FORMAT 7 FOR FULLTEXT)
Casket catalog alive and kicking
Dowling, Melissa
Catalog Age, p18
Nov, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 366

Americans **arrange** more than 2 million **funerals** each year, at a cost of about \$10,000 per funeral. To make the process...

...such as Consumer Casket USA to target consumers instead of businesses.

In two years, Consumer **Casket** USA has expanded from one store to five stores, a catalog and a **Website**. The company plans to open another 50 stores over the next two years through a...

14/3,K/5 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

05236069 Supplier Number: 47983867 (USE FORMAT 7 FOR FULLTEXT)
Mourning Becomes Electric
Schafer, Sarah
Inc., p64
Sept 16, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; General
Word Count: 3487

... meeting," says McDonough.

When he's done collecting personal information, McDonough moves on to

the **funeral arrangements**. He types in the family's preferred time and location, and notes that they want...

...limited circumstances, it is now part of all interviews.

Technology helps McDonough not only to **plan funerals** but also to orchestrate them. Consider one funeral taking place immediately after last Fourth of...

...destinations; had it been held somewhere less familiar, the funeral director could have checked his **database** to find out, for example, how long it would take to transport the **casket** to the church and unload it. While the family attends the service, McDonough's employees...year ago, hoping to turn it into a one-stop "death-care center" for people **planning funerals**. The building now includes his retail store and a monument dealer that is operated by...

...retail store, which sells everything from personalized quilts and wind chimes to burial vaults and **caskets**, Panciera owns three funeral homes. All four locations are connected--using the remote-communications software PC Anywhere from Symantec Inc.--to a central file server that runs a customized **database** built in 1985 with a program called DataFlex.

That was the year Panciera began helping...

...needed.

As a result, when Panciera bought the company from his father, in 1993, the **database** contained information on every family the business had served over the past 30 years. That...

...years ago, only she can't remember the name of the priest, the type of **flowers**, or whether the **casket** was cherry or pine. Not only can Panciera look up that information while the customer...

...s how Panciera expects the new, tech-enhanced sales process to work. Customers seeking to **arrange** a **funeral** will be led to a kiosk by an employee, who will guide them through a...

14/3,K/6 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

05232472 Supplier Number: 47979245 (USE FORMAT 7 FOR FULLTEXT)
Funeral provider comes to bury Unix, praise NT

DiDio, Laura
Computerworld, p55
Sept 15, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Tabloid; Trade
Word Count: 533

... CAFE) and the Key Information for Sales (KIS).

CAFE and KIS also let Stewart customers **plan** the details of their own **funerals**. About 35% of Stewart's U.S. customers prearrange and pay for their funerals.

For example, a customer can specify all the arrangements, including the type of **coffin** and service, complete with prayer cards and hymns, cremation or burial. "All the family has to do is come to us, and we access the CAFE **database**; we take care of everything," Alfonso said. "And we can give them a copy of..."

14/3,K/7 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

09878649 SUPPLIER NUMBER: 19765809 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Mourning becomes electric. (funeral parlors)
Schafer, Sarah
Inc., v19, n13, p64(6)
Sep 16, 1997
ISSN: 0162-8968 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3743 LINE COUNT: 00285

... limited circumstances, it is now part of all interviews.

Technology helps McDonough not only to **plan funerals** but also to orchestrate them. Consider one funeral taking place immediately after last Fourth of...

...destinations; had it been held somewhere less familiar, the funeral director could have checked his **database** to find out, for example, how long it would take to transport the **casket** to the church and unload it. While the family attends the service, McDonough's employees...retail store, which sells everything from personalized quilts and wind chimes to burial vaults and **caskets**, Panciera owns three funeral homes. All four locations are connected--using the remote-communications software PC Anywhere from Symantec Inc.--to a central file server that runs a customized **database** built in 1985 with a program called DataFlex.

That was the year Panciera began helping...

...needed.

As a result, when Panciera bought the company from his father, in 1993, the **database** contained information on every family the business had served over the past 30 years. That...

...years ago, only she can't remember the name of the priest, the type of **flowers**, or whether the **casket** was cherry or pine. Not only can Panciera look up that information while the customer...

...s how Panciera expects the new, tech-enhanced sales process to work. Customers seeking to **arrange** a **funeral** will be led to a kiosk by an employee, who will guide them through a...

14/3,K/8 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2006 The Gale Group. All rts. reserv.

09741226 SUPPLIER NUMBER: 19774361 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Funeral provider comes to bury Unix, praise NT. (Stewart Enterprises replaces Unix systems with Microsoft's Windows NT Server NOS and Windows 95 OS) (Company Operations)
DiDio, Laura
Computerworld, v31, n37, p55(2)
Sep 15, 1997
ISSN: 0010-4841 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 558 LINE COUNT: 00048

... their funerals.

For example, a customer can specify all the arrangements, including the type of **coffin** and service, complete with prayer cards and hymns, cremation or burial. "All the family has to do is come to us, and we access

EIC 3600

Dialog Search

the CAFE **database** ; we take care of everything," Alfonso said. "And we can give them a copy of...

Set Items Description
S1 18706761 PLAN? OR ARRANG? OR GUID??? OR SCHEDUL? OR ORGANIZ??? OR -
 ORGANIS??? OR HANDL? OR MANAG???
S2 52216 FUNERAL? ? OR BURIAL? ? OR MEMORIAL()SERVICE? OR INTERMENT?
 ?
S3 9333216 COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED
 OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR -
 ONLINE OR INTERNET OR WEB
S4 5789 S1(5N)S2
S5 359 S4(S)S3
S6 167953 FUNERAL()PRODUCT? ? OR CASKET? ? OR COFFIN? ? OR URN OR UR-
 NS OR HEADSTONE? ? OR GRAVESTONE? ? OR TOMBSTONE? ? OR (HEAD -
 OR GRAVE OR TOMB OR MEMORIAL) ()STONE? ? OR FLOWER? ?
S7 153 S5(4S)S6
S8 39 S7 NOT PY>1999
S9 25 RD (unique items)
File 9:Business & Industry(R) Jul/1994-2006/May 04
 (c) 2006 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/May 04
 (c) 2006 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2006/May 05
 (c) 2006 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2006/May 04
 (c) 2006 The Gale Group
File 16:Gale Group PROMT(R) 1990-2006/May 05
 (c) 2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/May 05
 (c) 2006 The Gale Group

9/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

01991643 Supplier Number: 25475110 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Coral Springs, Fla.-Based Startup Puts Funeral Shopping Online
(HeavenlyDoor.com provides users with locations of funeral homes and
cemeteries near a given ZIP code, ability to create online obituary or
post holiday memorial for deceased family member)

Miami Herald , p N/A

October 25, 1999

DOCUMENT TYPE: Regional Newspaper (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 953

ABSTRACT:

...multibillion-dollar market for pre-need funeral services and products by providing a one-stop **online** shop to deal with death. From the company's **Web** site, HeavenlyDoor.com, viewers can locate funeral homes and cemeteries near a given ZIP code, create an **online** obituary or post a holiday memorial for a deceased family member. Coming soon: Virtual cemetery tours, bereavement chat rooms and firefighter memorials. Ultimately, the company plans to let viewers buy **caskets**, **urns** and cemetery plots from the comfortable surroundings of their computer. Sound creepy? Not to company...

9/3,K/2 (Item 2 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

01839237 Supplier Number: 24637140 (USE FORMAT 7 OR 9 FOR FULLTEXT)

One-of-a-kind Ace store goes beyond co-op offerings
(Turner Ace Hardware to open second 100,000-square-foot store in
Jacksonville, FL, in 9/99, featuring 50,000-square-foot garden center)

National Home Center News, v 25, n 9, p 18

May 03, 1999

DOCUMENT TYPE: Journal ISSN: 0192-6772 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 657

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...is a florist shop, where the store sells plants, picture frames and gifts. The store **handles flower arrangements** for weddings and **funerals**, and sells holiday floral **arrangements** through FTD, which has a link to Turner Ace on its **Web** site, www.ftd.com.

The store's outdoor living department comprises about 4,000 square...

9/3,K/3 (Item 3 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

01776469 Supplier Number: 24578757

Is there a layaway plan?

(The Casket Store is a new retail store for caskets; the chain anticipates doing approximately \$5 mil in business in 1999)

Marketing News, v 33, n 6, p 13

March 15, 1999

DOCUMENT TYPE: Journal ISSN: 0025-3790 (United States)

LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

Pat Kichler and George Otto opened The **Casket** Store in December 1998. This operation is a brightly lighted, no-frills retail store for **caskets**. The concept behind opening the store was to give consumers the opportunity to shop around before they are faced with grief or pass on themselves. Currently, **caskets** and **urns** can be purchased **online** and from several retail storefronts. The first **Casket** Store opened in Canada five years ago. Currently, there are 28 franchises and dealerships in...

...business in 1999 and opening 50 new stores. Recently, the US Justice Department approved a **plan** allowing family-owned **funeral** homes to unite and purchase **caskets** at a discount.

9/3,K/4 (Item 4 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

(c) 2006 The Gale Group. All rts. reserv.

01184087 Supplier Number: 23805203

Casket Stores Offer Bargains to Die For

(Discount casket retailers are trying to make buying a casket more like buying a piece of furniture)

Wall Street Journal , v CCXXIX, n 34, p B+

February 19, 1997

DOCUMENT TYPE: Business Newspaper ISSN: 0099-9660 (United States)

LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:

Discount **casket** retailers are trying to make buying a **casket** more like buying a piece of furniture. Now **caskets** can be purchased by calling a 800 number or ordered over the **Internet**. Many companies offer 24-hour delivery. The \$10 bil funeral trade business changed after the Federal Trade Commission ruled in 1994 that **funeral** homes could not charge **handling** fees on **coffins** purchased elsewhere. **Funeral** homes can be fined \$10,000 for refusing to accept **caskets** purchased elsewhere. Direct **Casket** is one of the discounters. "We take a very straightforward approach. We're offering a consumer product," according to John Iwaniec, Direct **Casket**'s executive vice president and part owner. "Eventually, this has got to change the course..."

...are accustomed to 1-stop-shopping for a funeral. Many of the 1.9 mil **caskets** sold per year in the US are produced by Batesville **Casket** Co (Batesville, IN) and York Group Inc (Houston, TX). Analysts estimated that Batesville's market...

...licensed funeral directors and will not sell to the upstarts. Typically, funeral homes mark up **casket** prices by 300% to 500%. Now that consumers have become more frugal and more informed, discount **casket** showrooms aim to capitalize on the trend. One such discounter is **Casket Royale** (Hampton Falls, NH), which has over 50 dealers and distributors nationwide. It reported sales...

9/3,K/5 (Item 5 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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01041971 Supplier Number: 23616164
Hanwha Store Offers Variety of Services Via On-Line Shopping
(Hanwha Store begins "on-line marketing" by establishing its
"home-shopping" page at 2 PC-based communication networks)

Korea Economic Daily, p N/A

August 23, 1996

DOCUMENT TYPE: Business Newspaper (South Korea)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 103

TEXT:

Hanwha Store, a leading retailer, started "on - line marketing" by establishing its "home-shopping" page at two personal computer - based communication networks -- Hitel and Unitel. As well as merchandise offerings, Hanwha's home shopping services encompass **funeral arrangements**, wedding photo opportunities, **flower** delivery services and provide gift-coupon information. Approximately 100 kinds of items are made up...

...made, the company said. Furthermore, the company plans to open its home page on the **Internet** within this year.

9/3,K/6 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01983026 SUPPLIER NUMBER: 18706854 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Web outbreak. (Web sites on health issues) (includes related article on additional Web sites)(Directory)
White, Ron
PC/Computing, v9, n10, p342(2)
Oct, 1996
DOCUMENT TYPE: Directory ISSN: 0899-1847 LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1249 LINE COUNT: 00102

ABSTRACT: A guide to **Web** sites dealing with a variety of health issues is presented. Applied Medical Informatics offers a free demonstration of its Medical HouseCall home health software at its **Web** site. The Centers for Disease Control and Prevention has a site with disease and death...

...called 'Confronting Cancer Through Art.' The Natural Death Handbook is a site with information about **funeral** preparations and **plans** for building one's own **coffin**. GenBank includes information on DNA and samples of millions of nucleotide sequences. Several sites carry...

9/3,K/7 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

01787691 SUPPLIER NUMBER: 16943479 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Flower shopping: ready-made success. (Teleway Inc's 800-Flowers online flower-ordering service is a growing success)(Company Profile)
Kolhatkar, Sheelah
Interactive Content, v2, n11, p12(1)
March, 1995

DOCUMENT TYPE: Company Profile LANGUAGE: ENGLISH RECORD TYPE:
 FULLTEXT
WORD COUNT: 1188 LINE COUNT: 00098

... a home-television-shopping system being tested on 150 subscribers in Texas.

Teleway Expands 800- **Flowers**. Teleway recently granted 800- **Flowers** its own interactive services division, "800- **Flowers** Interactive Services." This expanded unit will continue to focus on the growing electronic retail industry...

...its own World Wide Web site may also be established by year's end.

800- **Flowers** was recognized by the Florist Transworld Delivery Association with its first annual 1994 FTD Mercury Award for marketing excellence.

CompuServe's Multiple Choice **Flowers**. CompuServe offers **flower** -order services in its Mall in addition to 800- **Flowers**, making it the strongest for its floral retail selection among all the online services. "Flower Stop," "FTD Online," and "Walter Knoll Florist" appear to be similar at first glance, but there are some differences worth noting.

Flower Stop, the most reasonably priced of the group, quotes fees that include delivery and shipping...

...the real thing, but the selection is decent, going so far as to include a " **funeral arrangement** " at \$129.99. Both Walter Knoll and FTD **Online** share a slightly higher price range. FTD **Online** employs more sophisticated graphics, and offers more specific products, such as Hanukkah and Thanksgiving arrangements...

...current user demographics for consumer online services has greatly contributed to the success of electronic **flower** retailing. Skewed heavily toward middle-aged men in the upper tax echelon, users of the consumer online services have taken to online shopping of **flowers**, generating for retailers well over \$20 million in revenues each year. Part of the success for **flower** retailers in the online world can be attributed to the general nature of the medium as well. **Flower** purchasing is most often done on impulse or on the fly for spontaneous occasions or a social aspect to buying **flowers** online that benefits the online retailers. Buying **flowers** for consumers (especially men) can be awkward and time consuming, but necessary. For those that may not know what they want when they purchase **flowers**, an online graphic showing a sample bouquet provides that added visual representation to a product...

9/3,K/8 (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou. (R)
(c) 2006 The Gale Group. All rts. reserv.

02122950 Supplier Number: 55198034 (USE FORMAT 7 FOR FULLTEXT)

John F. Kennedy Jr. and Carolyn Bessette Kennedy Memorialized by
PLAN4ever.com.

Business Wire, p1782

July 20, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 211

... banner link from the home page or enter Kennedy in the Virtual Garden search engine.

PLAN4ever .com is a **funeral planning web** -site based in Los

Angeles offering comprehensive pre-planning, memorialization, and condolence services. Some of the products and services available through PLAN4ever.com include books on coping with death, **urns**, **online** legal documents, sympathy cards, **flowers**, donation services, and a mortuary finder search engine.

9/3,K/9 (Item 2 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

01820361 Supplier Number: 53999433 (USE FORMAT 7 FOR FULLTEXT)

New Web Site Can Save Consumers Thousands on Funerals.

PR Newswire, p2405

March 3, 1999

Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 365

Starting this week, consumers can **arrange** a loved one's **funeral** via the **Internet**, thanks to Eulogy International, a Virginia-based firm specializing in helping people cut the high...

...one."

"There are many options to be considered regarding funeral expenses," Yost explained, "everything from **caskets** and hearses to **flowers** and guest registers, and some of those items are marked up unconscionably.

"But by bringing...

9/3,K/10 (Item 3 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
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01656831 Supplier Number: 48497352 (USE FORMAT 7 FOR FULLTEXT)

Direct Casket Will Open Second New York Store On Thursday, May 28.

Business Wire, p5271145

May 27, 1998

Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 573

... the last five years has grown three times faster than the consumer price index, Direct **Casket** will also provide information and assistance about planning alternative funeral arrangements, said Ray Silvas, president ...

...Silvas stated.

The average funeral in New York costs over \$5,000 with the average **casket** costing over \$2,500, the largest single expense.

"Funeral homes for years have been able...

...bereaved families. At grief-stricken, emotional moments, people have been led to expensive decisions about **caskets**. Our successful results in California and, here in Queens, demonstrate that consumers will respond positively...

...trust account held by Citibank in the buyer's name for 100 percent of the **casket** price. Direct **Casket** guarantees delivery, within 24 hours notice, to any designated funeral home in the continental United States.

All **caskets** are stored in one of the company's fully insured warehouses in New York. Information is available by calling 800-73-**CASKET** or through the company's web site at www.directcasket.com, which is linked to other organizations concerned with all aspects of **funeral arrangements**.

Caskets are available in more than 40 styles in metal, hardwood and cloth cover. Prices range...

...the \$795 to \$1,295 range.

Comparing prices with funeral home charge, Silvas said Direct **Casket** will sell a **casket** for \$795, contrasted with the same model at a funeral parlor at a price of \$1,995, a savings of \$1,200. On the higher end, a \$3,495 **casket** from Direct **Casket** compares with the same model at a funeral home for \$10,000 and, in some...

...our effort is educating consumers about the benefits of pre-planning their purchases of a **casket**, just as they plan a will. We enable the customer to make informed decisions in...

9/3,K/11 (Item 4 from file: 621)
 DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
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01653019 Supplier Number: 48482273 (USE FORMAT 7 FOR FULLTEXT)
Richard Lamb Opens Funeral Service and Resource Center
 PR Newswire, p513CGW012
 May 13, 1998
 Language: English Record Type: Fulltext
 Document Type: Newswire; Trade
 Word Count: 531

... company offering a full range of funeral and cremation services and products as well as **flowers**, sympathy cards, books, a **web** site for planning and an ongoing series of seminars. The consumer-friendly resource center is designed to give individuals information to help them **plan a funeral** along with cost-effective options.

What RLSF will not have is wakes. RLSF staff will...

...son have increased awareness of the options."
 "Visitors to the RLFS center can choose **caskets**, **urns**, markers or monuments -- and view a full price list of products and services," says Lamb...

9/3,K/12 (Item 5 from file: 621)
 DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
 (c) 2006 The Gale Group. All rts. reserv.

01585706 Supplier Number: 48089761 (USE FORMAT 7 FOR FULLTEXT)
'Shop 'Til You Drop!', National Casket Franchisor Opens Model Flagship Store
 PR Newswire, p1031PHF032
 Oct 31, 1997
 Language: English Record Type: Fulltext
 Document Type: Newswire; Trade
 Word Count: 604

... other funeral related merchandise directly to consumers for prices significantly lower than funeral homes.

Consumer **Casket USA(TM)**, Inc. is the brainchild of Erie native Jim

St. George, who serves as the company's CEO and President. "The Consumer **Casket** USA(TM) Flagship Store is our most important store because it sets the standards that..."

...franchisees should follow. Management, customer relations, marketing, and the general look and feel of Consumer **Casket** USA(TM) is developed and refined here in Erie," says St. George.

"Inside and out, Consumer **Casket** USA(TM) is one hundred percent retail. We told our architects that we wanted to..."

...of the new Erie store comes on the heels of another recent grand opening. Consumer **Casket** USA(TM), Louisville, KY officially opened their doors last Saturday. "In Louisville last weekend a customer said to me, 'If it weren't for the **casket** displays I'd swear I was standing in a Structure(R) clothing store.' Basically, our..."

...find in shopping malls throughout America. The only difference is that we happen to sell **funeral products** making us rather unique," says St. George.

The Flagship store will also serve as a national training facility for Consumer **Casket** USA(TM) store owners. "A portion of the training we provide our store owners include..."

...model environment in which to train," concludes St. George.

In addition to their stores, Consumer **Casket** USA(TM) sells merchandise over the **Internet** (www.consumercasket.com), and by direct mail through attractive full color merchandise catalogs (1-888-480-9675). Last month, Consumer **Casket** USA(TM), Inc. launched a comprehensive **funeral insurance** product called **Plan4** (TM) (www.plan4.com).

A 1994 Federal Trade Commission decision, "The Funeral Rule", has helped to launch Consumer **Casket** USA(TM). The FTC ruling restricts funeral homes from refusing to accept funeral merchandise purchased...
...disclose complete and accurate price lists upon consumer request. While not required by law, Consumer **Casket** USA(TM) voluntarily adheres to the FTC ruling.

Other Consumer **Casket** USA(TM) locations include N. Kingsville, Ohio; Woodbridge, New Jersey; and Memphis, Tennessee. Another 50 franchise stores have been contracted across the country's mid-section. Consumer **Casket** USA, Inc. is projecting more than 101 Consumer **Casket** USA(TM) franchises nationwide by the year 2001.

SOURCE Consumer **Casket** USA, Inc.

-0- 10/31/97
/CONTACT: Jim St. George, President/CEO of Consumer Casket...

9/3,K/13 (Item 6 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

01436733 Supplier Number: 46786377 (USE FORMAT 7 FOR FULLTEXT)
Funeral professionals to surf Continua's net into future of industry at
NFDA Convention, Oct. 19-24.
Business Wire, p10091215
Oct 9, 1996
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 513

"Although **Internet** access is fast becoming well-ingrained into the

technology of many businesses and industries throughout the nation, linking into the **Internet** has become a slower process for many owners and **managers** in the **funeral** industry, whose primary focus is giving personalized service to their client families," explains Al Taylor...

...database, plus the Continua newsletter, "Ceremonial Services Link," and related sites of interest. Additionally, Aurora **Casket** Company of Aurora, Ind., an independent family-owned **casket** company has placed a limited catalogue on the Ceremonial Services Network, so that, in the near future, funeral professionals may order **caskets** directly online if they so choose.

Taylor emphasizes, "We feel that innovative funeral professionals who ...

9/3, K/14 (Item 7 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2006 The Gale Group. All rts. reserv.

01397724 Supplier Number: 46493027 (USE FORMAT 7 FOR FULLTEXT)
BATESVILLE CASKET WEB SITE AIMS TO EDUCATE CONSUMERS ABOUT FUNERAL SERVICES AND PRODUCTS

PR Newswire, p0625CLTU018

June 25, 1996

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 712

... BATESVILLE, Ind., June 25 /PRNewswire/ -- Continuing its commitment to supporting the funeral service industry, Batesville **Casket** Company, the leading manufacturer of protective metal and hardwood burial **caskets**, has launched the industry's first major site on the World Wide Web at <http://www.batesville.com>.

Designed by marketing communications firm Hensley Segal Rentschler, the **Web** site aims to educate consumers on funeral services and products. The site also defines and reinforces the vital role **funeral** directors play in the **funeral planning** process. Site visitors can access in-depth information on **funeral planning**, products and services, and browse through a complete Grief Resource Center featuring a reference library...
...CEO David J. Hirt. "Thanks to the World Wide Web, we can place helpful information on **funeral planning** and grief management at the fingertips of literally millions of people. The **Web** site carefully walks consumers through the various steps of planning, whether at-need or pre-need, and explains the important role that **funeral** directors play in this **planning** process."

Richard A. Segal Jr., managing director of Hensley Segal Rentschler, said the site demonstrates...

...It is an excellent resource for families touched by immediate death, or for those pre- **planning** a funeral. The " **Funeral Products** and Services" section is filled with details and facts about Batesville's many **funeral products** and services. The "Family Grief Assistance Center" section includes Batesville's extensive reference library of...

...interested in business will find the "Company Profile" section helpful. It includes information regarding Batesville **Casket** Company and its holding company, Hillenbrand Industries (NYSE: HB).

The World Wide Web is quickly...

...Americans regularly "surf" the Web and that number grows by the

thousands each week.

Batesville **Casket** Company, located in Batesville, Indiana, is the leading manufacturer of protective metal and hardwood burial **caskets**. The company is also a leading provider of cremation **urns**, **caskets** and related support services. Batesville **Casket** serves licensed funeral directors operating licensed funeral homes in North America and selected export markets...

...for five diversified, wholly owned and autonomously managed operating companies. The five subsidiaries include Batesville **Casket** Company, The Forethought Group, Hill-Rom Company, Block Medical and Medeco Security Locks.

Hensley Segal...

9/3,K/15 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

04825292 Supplier Number: 55777722 (USE FORMAT 7 FOR FULLTEXT)
PROCEPT SEEKS CASH THROUGH MERGER WITH FUNERAL COMPANY.

Welch, Mary
BIOWORLD Today, vVol. 10, nNo. 179, pNA
Sept 17, 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 671

... industry and financial/estate planning.
The company's Web site provides information concerning the pre-arrangement and handling of funeral -related services, such as transporting a body from one location to another, purchasing flowers ,writing online obituaries and testimonials, spotlighting a funeralhome, and allowing family and friends to take a "virtual..."

9/3,K/16 (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

04043433 Supplier Number: 53413311 (USE FORMAT 7 FOR FULLTEXT)
FTC: FTC announces results of inspection of funeral homes in Minnesota for compliance with Consumer Law.
M2 Presswire, pNA
Nov 17, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 676

(USE FORMAT 7 FOR FULLTEXT)
TEXT:
...provide consumers with a copy of an itemized general price list and show consumers itemized **casket** and outer burial container price lists -- three key requirements of the FTC's Funeral Rule. (The Funeral Rule is designed to ensure that consumers making funeral arrangements receive price lists and are informed that they can purchase only the goods and services ...

...list, which they can use to comparison shop, at the beginning of any discussion regarding funeral arrangements , goods, services or prices.

The general price list must contain a number of disclosures and...
...and choose the goods and services they want. A free FTC brochure for consumers, titled "**Funerals : A Consumer Guide**," provides additional information about consumers' rights and legal requirements when **planning funerals**. A free FTC handbook entitled "Complying with the Funeral Rule," provides information to funeral providers...

...s Funeral Rule. Copies of the news release and the brochures are available on the **Internet** at the FTC's World Wide **Web** Site at: <http://www.ftc.gov> and from the FTC's Consumer Response Center, Room...

9/3,K/17 (Item 3 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

03634456 Supplier Number: 47827192 (USE FORMAT 7 FOR FULLTEXT)
LOCAL BUSINESS GETS INTERNATIONAL EXPOSURE ON FUNERAL HOME PAGE
Information & Interactive Services Report, v18, n27, pN/A
July 11, 1997
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 679

... science) and services for direct cremation.
* National and international services - arrangements of cremations, sales of **urns**, memorial books and pre-need arrangements. And this is where the Internet comes into play...

...state funeral home; ashes are easier to ship, Falk told IISR. So cremations, rather than **burials**, are **arranged** over the **Internet**, and local trade services or crematoriums are used so that the family can sign the...

...We mostly [sell items on the Internet] that we can ship.... We don't sell **caskets**," Falk said. "People even buy **urns** to split ashes or even to store the ashes of pets."

Most items are shipped...

9/3,K/18 (Item 4 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

03185126 Supplier Number: 46523589 (USE FORMAT 7 FOR FULLTEXT)
Over the Transom...
Information & Interactive Services Report, v17, n22, pN/A
July 5, 1996
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 56

(USE FORMAT 7 FOR FULLTEXT)
TEXT:
... Lest we bury this news item, the Batesville **Casket** Co., a manufacturer of protective metal and hardwood burial **caskets**, has launched a **Web** site at <http://www.batesville.com>. Designed by Hensley Segal Rentschler, the site aims to educate consumers on the "vital role **funeral** directors play in the **funeral planning** process...."

9/3,K/19 (Item 5 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

02649348 Supplier Number: 45366024 (USE FORMAT 7 FOR FULLTEXT)

Flower Shopping: Ready-Made Success

Interactive Content, n11, pN/A

March, 1995

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1091

... a home-television-shopping system being tested on 150 subscribers in Texas.

Teleway Expands 800- **Flowers**. Teleway recently granted 800- **Flowers** its own interactive services division, "800- **Flowers** Interactive Services." This expanded unit will continue to focus on the growing electronic retail industry...

...its own World Wide Web site may also be established by year's end.

800- **Flowers** was recognized by the Florist Transworld Delivery Association with its first annual 1994 FTD Mercury Award for marketing excellence.

CompuServe's Multiple Choice **Flowers**. CompuServe offers **flower**-order services in its Mall in addition to 800- **Flowers**, making it the strongest for its floral retail selection among all the online services. "Flower Stop," "FTD Online," and "Walter Knoll Florist" appear to be similar at first glance, but there are some differences worth noting.

Flower Stop, the most reasonably priced of the group, quotes fees that include delivery and shipping...

...the real thing, but the selection is decent, going so far as to include a "funeral arrangement" at \$129.99. Both Walter Knoll and FTD **Online** share a slightly higher price range. FTD **Online** employs more sophisticated graphics, and offers more specific products, such as Hanukkah and Thanksgiving arrangements...

...current user demographics for consumer online services has greatly contributed to the success of electronic **flower** retailing. Skewed heavily toward middle-aged men in the upper tax echelon, users of the consumer online services have taken

to online shopping of **flowers**, generating for retailers well over \$20 million in revenues each year. Part of the success for **flower** retailers in the online world can be attributed to the general nature of the medium as well. **Flower** purchasing is most often done on impulse or on the fly for spontaneous occasions or a social aspect to buying **flowers** online that benefits the online retailers. Buying **flowers** for consumers (especially men) can be awkward and time consuming, but necessary. For those that may not know what they want when they purchase **flowers**, an online graphic showing a sample bouquet provides that added visual representation to a product...

9/3,K/20 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

06778711 Supplier Number: 56184638 (USE FORMAT 7 FOR FULLTEXT)
Rollin' on the River.(New Orleans, Louisiana)(Statistical Data Included)

Young, Susan J.
Travel Agent, v296, n12, p124
Sept 27, 1999
Language: English Record Type: Fulltext
Article Type: Statistical Data Included
Document Type: Magazine/Journal; Trade
Word Count: 948

... s Eve?

Yes, rooms are still available. Agents should consult the millennium countdown on our **Web** site, which outlines New Year's Eve hotel availability. We **plan** a jazz **funeral** for the entire century, and will actually have 1999 in a **coffin**. Visitors will see Father Time 2000 and a funeral procession winding its way through the...

9/3,K/21 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

05842505 Supplier Number: 50354927
Family business.
Norman, Jan
Orange County Register (Santa Ana, CA), pBus1
Oct 6, 1998
Language: English Record Type: Abstract
Article Type: Article
Document Type: Newspaper; Trade

ABSTRACT:

...acquisition offers every week from major companies. O'Connor Laguna, which has already launched a **Web** site, reported that it has put up a 4,300-sq-ft addition in 1996 to serve as an office and a **flower** shop. The funeral services firm is optimistic that it will be able to **handle** 700 **funerals** in 1998.

9/3,K/22 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

05232653 Supplier Number: 47979430
A true lifetime value.
Boorstein, Jonathan
Direct, p18
Sept 15, 1997
Language: English Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:

The use of **online** commerce to promote **caskets** help funeral services in marketing an important but overlooked product. For instance, Direct **Casket**, started in California in 1996, is talking with an **Internet** service provider to introduce a **Web** site in addition to advertising in newspapers and radio. The firm is attracting mostly aging baby boomers who want to **pre-plan** their own or their parents' **funerals**. Launched in Erie, PA, in 1995, Consumer **Casket** mails from 20 to 30 catalogs a week to people who call the toll-free number or access the **Web** site. Roughly 15,000 **coffins** were sold by Consumer **Casket**, which hopes to have 50 franchises throughout the Midwest within a year.

9/3,K/23 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2006 The Gale Group. All rts. reserv.

04853590 Supplier Number: 47139635
Casket stores offer bargains to die for.
Fairclough, Gordon
The Wall Street Journal, pB1
Feb 19, 1997
Language: English Record Type: Abstract
Document Type: Newspaper; General Trade

ABSTRACT:

Casket discounters are trying to make an impact on the tightly-controlled, \$10 billion **funeral** trade industry. These chains **organized** following the 1994 Federal Trade Commission ruling that **funeral** homes could not charge **handling** fees on **coffins** purchased elsewhere. Discounters are encouraging customers to equate **caskets** with other furniture purchases, rather than an emotional experience. Consumers can call an 800 number, shop in a showroom, order on the **Internet** and receive 24-hour delivery from many of the companies. Local funeral homes resent the ...

...of asking Americans to forgo their traditional one-stop shopping approach. Funeral homes frequently boost **casket** prices, ranging from 300% to 500%.

9/3,K/24 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2006 The Gale Group. All rts. reserv.

11773375 SUPPLIER NUMBER: 58136660 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Death Comes to the Internet via Several L.A. Ventures.
FISHER, SARA
Los Angeles Business Journal, 21, 47, 19
Nov 22, 1999
ISSN: 0194-2603 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 942 LINE COUNT: 00079

... portal site filled with relevant e-commerce options and information. Customers can arrange to have **flowers**, donations, and even hand-signed condolence cards sent to the bereaved. They can access documents...

9/3,K/25 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c) 2006 The Gale Group. All rts. reserv.

10487970 SUPPLIER NUMBER: 21168794 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A closer look at unitary thrifts.
Cocheo, Steve
ABA Banking Journal, v90, n10, p64(1)
Oct, 1998
ISSN: 0194-5947 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 4318 LINE COUNT: 00454

TEXT:

...a large network of funeral homes across the U.S. and Canada, it provides financial **funeral planning** services. These are augmented through life insurance policies and trust products designed to work with...

...main purpose of the trusts was to provide for sufficient funds to carry out the **funeral arrangements** of the deceased without imposing financial burden on loved ones. As a highly specialized thrift...

EIC 3600

Dialog Search

Set Items Description
S1 13376 PLAN? OR ARRANG? OR GUID??? OR SCHEDUL? OR ORGANIZ??? OR -
 ORGANIS??? OR HANDL? OR MANAG???
S2 15 FUNERAL? ? OR BURIAL? ? OR MEMORIAL()SERVICE? OR INTERMENT?
 ?
S3 16088 COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED
 OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR -
 ONLINE OR INTERNET OR WEB
S4 3 S1 AND S2 AND S3
File 256:TecInfoSource 82-2006/Jun
(c) 2006 Info.Sources Inc

4/3,K/1

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

00157142 DOCUMENT TYPE: Review

PRODUCT NAMES: TerraExplorer Pro (248507); Geospatial Imaging (814932)

TITLE: Dynamic Thinking

AUTHOR: Wermuth, Mike
SOURCE: GeoWorld, v18 n10 p26(4) Oct 2005
ISSN: 0897-5507
HOMEPAGE: <http://www.geoplace.com/gw/>

FILE SEGMENT: Review

RECORD TYPE: Product Analysis

REVISION DATE: 20060200

...is called Palanterra. This system provides an architecture for the integration of geographic data and Internet-based dissemination, analysis, and visualization. Palanterra acted as a Common Operating Picture (COP) for federal events that included President Reagan's funeral and the Super Bowl. Skyline Software System's TerraExplorer Pro software adds the four-dimensional...

DESCRIPTORS: Disaster Planning & Recovery; GIS; National Defense

4/3,K/2

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

00139317 DOCUMENT TYPE: Review

PRODUCT NAMES: Content Providers (830207); Demographics (830178)

TITLE: Counting Heads Around the World: The Genealogy of International...

AUTHOR: Mattison, David
SOURCE: Searcher: Magazine/Database Prof, v10 n6 p36(14) Jun 2002
ISSN: 1070-4795
HOMEPAGE: <http://www.infotoday.com/searcher>

FILE SEGMENT: Review

RECORD TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20020830

...conduct cooperative projects that gather important data from many historical documents, including baptism, birth, marriage, burial, death, and parish migration records. Some software standards developed by research communities, especially historical demographers...

...census data. Only some ethnic and religious groups that develop and maintain their own genealogical Web sites will be covered. The many CD-ROM databases of census transcriptions, most of which...

...not discussed. There are many sources of Census statistics and demographic population resources on the Web, including well-known directories such as Google Directory and Yahoo! Directory. General

Population Statistics **Guides** available on the **Web** include Statistics.com and the site of the U.S. Census Bureau, which also operates the International Database. For general genealogical **guides**, researchers looking for **online** census records can consult the About.com site search engine and Cyndislist.com, which recently...

4/3,K/3

DIALOG(R)File 256:TecInfoSource
(c) 2006 Info.Sources Inc. All rts. reserv.

00137567 DOCUMENT TYPE: Review

PRODUCT NAMES: TeamSite (734471)

TITLE: Aon's Web Site Held up in the Wake of Sept. 11
AUTHOR: Pallatto, John
SOURCE: Internet World, p20(2) Mar 2002
ISSN: 1097-8291
HOMEPAGE: <http://www.iw.com>

FILE SEGMENT: Review
RECORD TYPE: Product Analysis
GRADE: Product Analysis, No Rating

REVISION DATE: 20020630

TITLE: Aon's Web Site Held up in the Wake of Sept. 11

Interwoven's TeamSite package, a **Web**-based content management product, is used by Aon, the second most successful reinsurance and risk...
...missing persons, as well as Aon's disaster recovery effort. Aon started using its global **Web** site as an important provider of many bulletins and updates regarding **memorial services**, business restoration **plans**, and the search for missing employees. Aon could quickly update the **Web** site because it had recently installed a decentralized content-management system based on TeamSite, a **Web**-based content management product that provides an integrated interface for processing page templates, version control, and workflow. TeamSite was key to allowing Aon's **Web** staff to receive press releases, reports, and updates from the New York City, New York...

...around the globe in the aftermath of the September 11 attacks. Aon's site stayed **online** throughout the disaster since it was hosted by Genuity at a remote site.

DESCRIPTORS: Content Management; Disaster **Planning & Recovery**;
Electronic Publishing; Insurance; Intranets

Set	Items	Description
S1	15083259	PLAN? OR ARRANG? OR GUID??? OR SCHEDUL? OR ORGANIZ??? OR - ORGANIS??? OR HANDL? OR MANAG???
S2	787953	FUNERAL? ? OR BURIAL? ? OR MEMORIAL()SERVICE? OR INTERMENT? ?
S3	2002213	COMPUTERIZ? OR COMPUTERIS? OR COMPUTER() (ASSISTED OR BASED OR CONTROL? OR IMPLEMENTED) OR ELECTRONICALLY OR ON()LINE OR - ONLINE OR INTERNET OR WEB
S4	673946	S3(2N) (CATALOG? ? OR CATALOGUE? ? OR DIRECTOR??? OR PAGE) - OR DATABASE? OR DATABANK? OR DATA() (BASE OR BASES OR BANK? ? - OR SYSTEM? OR NETWORK? ? OR FILE? ?) OR WEBPAGE? OR WEBSITE?
S5	666816	FUNERAL() PRODUCT? ? OR CASKET? ? OR COFFIN? ? OR URN OR UR- NS OR HEADSTONE? ? OR GRAVESTONE? ? OR TOMBSTONE? ? OR (HEAD - OR GRAVE OR TOMB OR MEMORIAL) ()STONE? ? OR FLOWER? ?
S6	104393	S1(5N)S2
S7	376	S6(S)S3
S8	166	S7(4S)S5
S9	14	S8(4S)S4
S10	20	S8 AND S4
S11	6	S10 NOT PY>1999
S12	6	RD (unique items)
File	47:Gale Group Magazine DB(TM)	1959-2006/May 05
	(c)	2006 The Gale group
File	570:Gale Group MARS(R)	1984-2006/May 04
	(c)	2006 The Gale Group
File	635:Business Dateline(R)	1985-2006/May 05
	(c)	2006 ProQuest Info&Learning
File	476:Financial Times Fulltext	1982-2006/May 06
	(c)	2006 Financial Times Ltd
File	477:Irish Times	1999-2006/May 05
	(c)	2006 Irish Times
File	710:Times/Sun.Times(London)	Jun 1988-2006/May 05
	(c)	2006 Times Newspapers
File	711:Independent(London)	Sep 1988-2006/May 05
	(c)	2006 Newspaper Publ. PLC
File	756:Daily/Sunday Telegraph	2000-2006/May 05
	(c)	2006 Telegraph Group
File	757:Mirror Publications/Independent Newspapers	2000-2006/May 05
	(c)	2006
File	387:The Denver Post	1994-2006/May 04
	(c)	2006 Denver Post
File	471:New York Times Fulltext	1980-2006/May 05
	(c)	2006 The New York Times
File	492:Arizona Repub/Phoenix Gaz	19862002/Jan 06
	(c)	2002 Phoenix Newspapers
File	494:St LouisPost-Dispatch	1988-2006/May 04
	(c)	2006 St Louis Post-Dispatch
File	631:Boston Globe	1980-2006/May 04
	(c)	2006 Boston Globe
File	633:Phil.Inquirer	1983-2006/May 03
	(c)	2006 Philadelphia Newspapers Inc
File	638:Newsday/New York Newsday	1987-2006/May 04
	(c)	2006 Newsday Inc.
File	640:San Francisco Chronicle	1988-2006/May 05
	(c)	2006 Chronicle Publ. Co.
File	641:Rocky Mountain News	Jun 1989-2006/May 05
	(c)	2006 Scripps Howard News
File	702:Miami Herald	1983-2006/May 03
	(c)	2006 The Miami Herald Publishing Co.
File	703:USA Today	1989-2006/May 04
	(c)	2006 USA Today

File 704:(Portland)The Oregonian 1989-2006/May 03
(c) 2006 The Oregonian

File 713:Atlanta J/Const. 1989-2006/May 05
(c) 2006 Atlanta Newspapers

File 714:(Baltimore) The Sun 1990-2006/May 05
(c) 2006 Baltimore Sun

File 715:Christian Sci.Mon. 1989-2006/May 05
(c) 2006 Christian Science Monitor

File 725:(Cleveland)Plain Dealer Aug 1991-2006/May 04
(c) 2006 The Plain Dealer

File 735:St. Petersburg Times 1989- 2006/May 03
(c) 2006 St. Petersburg Times

12/3,K/1 (Item 1 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 2006 The Gale group. All rts. reserv.

04590326 SUPPLIER NUMBER: 18706854 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Web outbreak. (Web sites on health issues) (includes related article on additional Web sites)(Directory)

White, Ron
PC/Computing, v9, n10, p342(2)
Oct, 1996

DOCUMENT TYPE: Directory ISSN: 0899-1847 LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1249 LINE COUNT: 00102

Web outbreak. (Web sites on health issues) (includes related article on additional Web sites)(Directory)

ABSTRACT: A guide to **Web** sites dealing with a variety of health issues is presented. Applied Medical Informatics offers a free demonstration of its Medical HouseCall home health software at its **Web** site. The Centers for Disease Control and Prevention has a site with disease and death...

...called 'Confronting Cancer Through Art.' The Natural Death Handbook is a site with information about **funeral** preparations and **plans** for building one's own **coffin**. GenBank includes information on DNA and samples of millions of nucleotide sequences. Several sites carry health tips, alternative-medicine information and searchable **databases** of medical abstracts. Other sites deal with Alzheimer's disease, the Ebola virus, and Valley...

... trial. Now here it is: DNA! GenBank is the National Institutes of Health genetic sequence **database**, an annotated collection of all publicly available DNA sequences. You can look at samples of...

...for indigestion. infinite.org/links/
Internet Grateful Med: **

This site assists in searches of online **databases** at the U.S. National Library of Medicine. I don't know how helpful it...

12/3,K/2 (Item 1 from file: 477)

DIALOG(R)File 477:Irish Times
(c) 2006 Irish Times. All rts. reserv.

00181881 99071600197 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Virtual matter of life and death for the undertakers

The funeral industry has moved onto the Net to deliver some new services, including family plots in cyberspace. Niall McKay reports

Irish Times, CITY ED, P 57

Friday, July 16, 1999

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

SECTION HEADING: BUSINESS THIS WEEK 1; FUNERAL SERVICES

Word Count: 1,093

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...we die. Death is the latest trend on the Net as a procession of new **websites**, that cater for everything from buying coffins to building a video Web cast of granny...

Take memorial.com, for example. Here bereaved relatives can have a virtual memorial **web page** built in cyberspace for their loved ones. Another site called ancestraltree.com offers to entomb...

...a fee. The undertaker will Fedex these items to memorial.com who will build the **web page** and give the **Web page** address to the bereaved.

Nice plan and a truly great service, but how do you...

...village cemetery while you're there.

As well as this, planning and buying a funeral **online** may be a more attractive proposition to today's techno-friendly consumer. For instance, in California people are much more likely to go to the **Internet** rather than the Yellow Pages to find a business listing. Furthermore, in grief some people...

...industry rather than for the average grave stonebuying punter. The site offers resources for buying **urns** and **caskets**, links to care groups and advertisements for Mortuary Management magazine.

There is even an undertaker...

...woman asks for advice on how to cope with harassment in the workplace and a **funeral home manager** with the **online** nickname of "digger77" offers advice.

Still, taking care of the deceased should involve a little...

12/3,K/3 (Item 1 from file: 711)
DIALOG(R)File 711:Independent(London)
(c) 2006 Newspaper Publ. PLC. All rts. reserv.

10532150
THE DAILY WEBSITE
Independent (IN) - Tuesday, February 1, 2000
By: SALLY CHATTERTON
Edition: FOREIGN Section: Features Page: 14
Word Count: 122

THE DAILY WEBSITE

TEXT:

...have caught on to the potential of e-commerce - now the forward-thinking surfer can **organise** their **funeral online**. "Plan for the future" the organisers of this new site entreat. But it was a chilling experience to browse through collections of **headstones**, **coffins** and **caskets** as though I were doing my Tesco shopping for the week. This oh-so-tastefully ...

Visit The Independent **website** at www.independent.co.uk

12/3,K/4 (Item 1 from file: 471)
DIALOG(R)File 471:New York Times Fulltext
(c) 2006 The New York Times. All rts. reserv.

03794230 NYT Sequence Number: 169773980529 (USE FORMAT 7 FOR FULLTEXT)

Selling Coffins From a Storefront; Savings Are Large, but Some Find the Setup Unnerving

JIM YARDLEY

New York Times, Late Edition - Final ED, COL 02, P 1

Friday May 29 1998

DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext

SECTION HEADING: SECTB

Word Count: 1237

"I just was driving, and I saw **caskets** being sold," said Mr. Vallone, who pulled over and then paced back and forth, gawking at the **coffins** in the window. "I thought, 'My God! What will they think of next?'"

Beneath a blue awning that advertises a toll-free number and behind the window lay 24 open **coffins**, emblems of the latest trend in the usually trend-resistant death business: retail **coffin** sales. Stores like Direct **Casket**, which promises prices up to 75 percent lower than those offered by undertakers, are sprouting...

...boomers are smart shoppers," said Ray Silvas, a Californian who is the president of Direct **Casket**. "They don't want to spend thousands of dollars that aren't necessary."

For years...

...a loved one could surpass \$10,000. Critics lambasted funeral homes for exorbitant markups on **coffins** and for charging four-figure service fees. Many funeral homes also charged handling fees when a family chose to buy a **coffin** elsewhere.

But in 1994, the Federal Trade Commission amended its rules governing the **funeral** industry to prohibit **handling** fees, a decision that gave birth to the fledgling retail **coffin** industry. The retailers now boast their own trade association of 50 to 60 companies nationwide. Companies like Direct **Casket** now buy from manufacturers and sell directly to the public via showrooms, the **Internet** and **catalogues**.

"**Casket** retailers are competing with funeral homes," said Laurie Meehan, a Federal Trade Commission lawyer. "Consumers..."

...of America, a leading industry watchdog group based in Vermont, calls the rise of retail **coffin** sales "a bittersweet situation." Ms. Carlson said that many funeral homes facing direct competition from retail stores were slashing **coffin** prices but were also inflating service fees to cover the difference. One retailer in Utah recently closed, she said.

Typically, Ms. Carlson said, funeral homes mark up wholesale **coffin** prices about 350 percent, compared with about 100 percent for retail **coffin** dealers. She said the most common low-end **coffin**, a cloth-covered box made of wood, cost \$150 wholesale. Citing price lists she has...

...around the country, Ms. Carlson said they charged \$695 to \$1,150 for the same **coffin**. Retailers, she said, charge about \$395.

"The industry for years has grossly overpriced **caskets**," Ms. Carlson said. "It's an obscene markup."

Kelly Smith, a spokesman for the National...

12/3,K/5 (Item 1 from file: 494)
DIALOG(R)File 494:St LouisPost-Dispatch
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1DIGITAL DEATH ADVOCATES SAY THE WORLD WIDE WEB HAS CHANGED THE WAY WE

GRIEVE

St. Louis Post Dispatch (SL) - Monday, November 18, 1996
By: Natalya Shulyakovskaya
Special To The Post-Dispatch
Edition: FIVE STAR LIFT Section: EVERYDAY MAGAZINE Page: 01E
Word Count: 2,179

...chunk belongs to companies with some service to sell.

Funeralnet.com is a full-scale **online** funeral operation. It lists **funeral** homes, links to a buyers' **guide**, and has classified listings and a geographic locator. Among the listings are dozens for the...

... Society discusses a number of options for cremations, leads you though an online Gallery of **Urns** and offers some creative ash-scattering options.

What the society doesn't offer, but can...
... recent announcement from a White Plains, N.Y., firm that it will help people attend **funerals** virtually. Simplex Knowledge Co. **plans** to install closed-circuit cameras at funeral homes across the country. The cameras will send an updated picture to a private **Web** site every 30 seconds, so a mourner with a busy schedule can participate without having ... maestros maintain their links and backups. You can build your digital profile, construct your electronic **tombstone** long before real death hits the doorstep, and you'll be able to say something about yourself to the world long after the funeral **flowers** dry.

www.postnet.com/stlouisnet

Bookmarks

Online Cemeteries and Memorials

The World Wide Cemetery: www...

CAPTION:

...displaying a RIP grave marker)
(2) Color Graphic Illustration - (Of The World Wide Cemetery computer **web page**)<

12/3,K/6 (Item 1 from file: 640)
DIALOG(R)File 640:San Francisco Chronicle
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CUTTING THE COST OF FUNERALS PLANNING SAVES MONEY AND STRESS
San Francisco Chronicle (SF) - MONDAY, January 13, 1997
By: Laura Castaneda, Chronicle Staff Writer
Edition: FINAL Section: Business Page: B1
Word Count: 2,629

... California Funeral Directors Association: For information about the California Master Trust call (800) 255-CFDA.

-- **Casket** Outlet: For information about discount **caskets** call (510) 893-6550 in Oakland, (415) 552-8766 in San Francisco and (408) 261...

... a free copy of a brochure called ``Did You Forget The Most Important Part Of **Funeral Planning** ?'' check the **Web** site at www.funerals.org/famsa/ or write to P.O. Box 10, Hinesberg, Vermont...call (800) 662-7666.

-- Ghia Services: For consumer information about funerals and cremations, and discount **caskets** and **urns**, call Ghia at (415) 282-2832.
-- International Order of the Golden Rule: For information about...

...at Correspondence Branch, FTC, Washington D.C. 20580. For a free copy of the FTC **guide** ``**Caskets** and **Burials** '' write to Public Reference, FTC, Washington D.C. 20580. Check the **Web** site at www.ftc.gov/

Web sites

-- The Carpenter **Casket** Plans: For information about building your own **casket** check the site at www.volcano.net/johnstone/caskhome.html --
Coping with Cremation: For information about cardboard **caskets** check the site at www.cremationinfo.com/

-- Consumer **Casket** USA: For information about **caskets** check the **online catalog** at www.consumercasket.com/index.htm

-- The Funeral Help Page: For information about funeral planning...